

RTO Code: 45135 CRICOS No: 03795B



Emerald College

STUDENT HANDBOOK
&
POLICIES & PROCEDURES

FOR

INTERNATIONAL STUDENTS

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Welcome to EMERALD COLLEGE

Thank you for your enquiry regarding the courses offered for International Students at EMERALD COLLEGE.

Every year Australia welcomes thousands of students from all over the world who have made the decision to study in Australia, live the Australian way of life and enrich their life on an academic and personal level.

This Course Guide is designed to provide you with sufficient information on EMERALD COLLEGE and our courses to ensure your transition to studying in Australia as easy as possible.

EMERALD COLLEGE is a Registered Training Organisation (RTO), registered by the Australian Skills Quality Authority (ASQA). All qualifications taught at EMERALD COLLEGE are nationally recognised (in Australia) giving you more flexibility when looking at further studies and are taught to the highest Australian standards.

The process of choosing the right training provider is the first step towards your success. We invite you to contact us either by phone or email with any concerns or questions you may have. We would like you to have complete confidence in selecting EMERALD COLLEGE as the right choice for you.

The better prepared you are for life in Brisbane the more likely you are to enjoy your stay and have a greater chance of success on your journey. It is important that you read the entire contents of this document. It is our official notice to you of EMERALD COLLEGE's Policies and Procedures, which we must make you aware of before any decision is made regarding enrolment.

If you have any queries or concerns with regards to any part of this document, please ensure that you clarify these issues prior to applying for enrolment.

Why Study in Brisbane, Australia?

If you have decided to study overseas, you want the very best education available. You want to put your career on fast track by perfecting your English and working with the top professionals in your field.

Whatever your reasons for studying overseas, one thing is clear – your next step is to come to the Australia which will help you achieve your goals and have fun.

For international students, Brisbane, Australia has a lot to offer: great study environment, beautiful relaxed atmosphere, excellent weather, beautiful beaches a short drive away and most importantly, EMERALD COLLEGE, a brilliant Training organisation.

You will be given the opportunity to discover a whole new way of life and broaden your outlook on your new career.

Description of ESOS Framework (Reference: Australian Education International)



Australia welcomes international students. The Australian Government wants international students to have a rewarding, enjoyable and safe experience when they come to Australia to study. Australia's education and training system offers high quality services and protection for international students to ensure they make the most of their time here. Australia offers all levels of education to international students—from school (with some limitations depending on age and support from their family in Australia), through foundation and English language intensive courses, to vocational education and training (VET) and higher education.

The laws that protect international students form the Education Services for Overseas Students (ESOS) framework. They include the Education Services for Overseas Students Act 2000 and the ESOS National Code 2018. The ESOS Act ensures that education providers are registered by the Australian Government. Under ESOS, education providers must meet certain obligations as part of their registration on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). They must act in accordance with principles designed to support the best possible services for our international students. As an international student on a student visa, you must study a course with an education provider that can be found on CRICOS at <http://cricos.deewr.gov.au> .

The ESOS framework also ensures that students have access to tuition assurance (which acts like consumer protection) and that they can get appropriate refunds.

As well as enhancing Australia's quality education and training services, ESOS supports Australia's migration laws as they relate to international students.

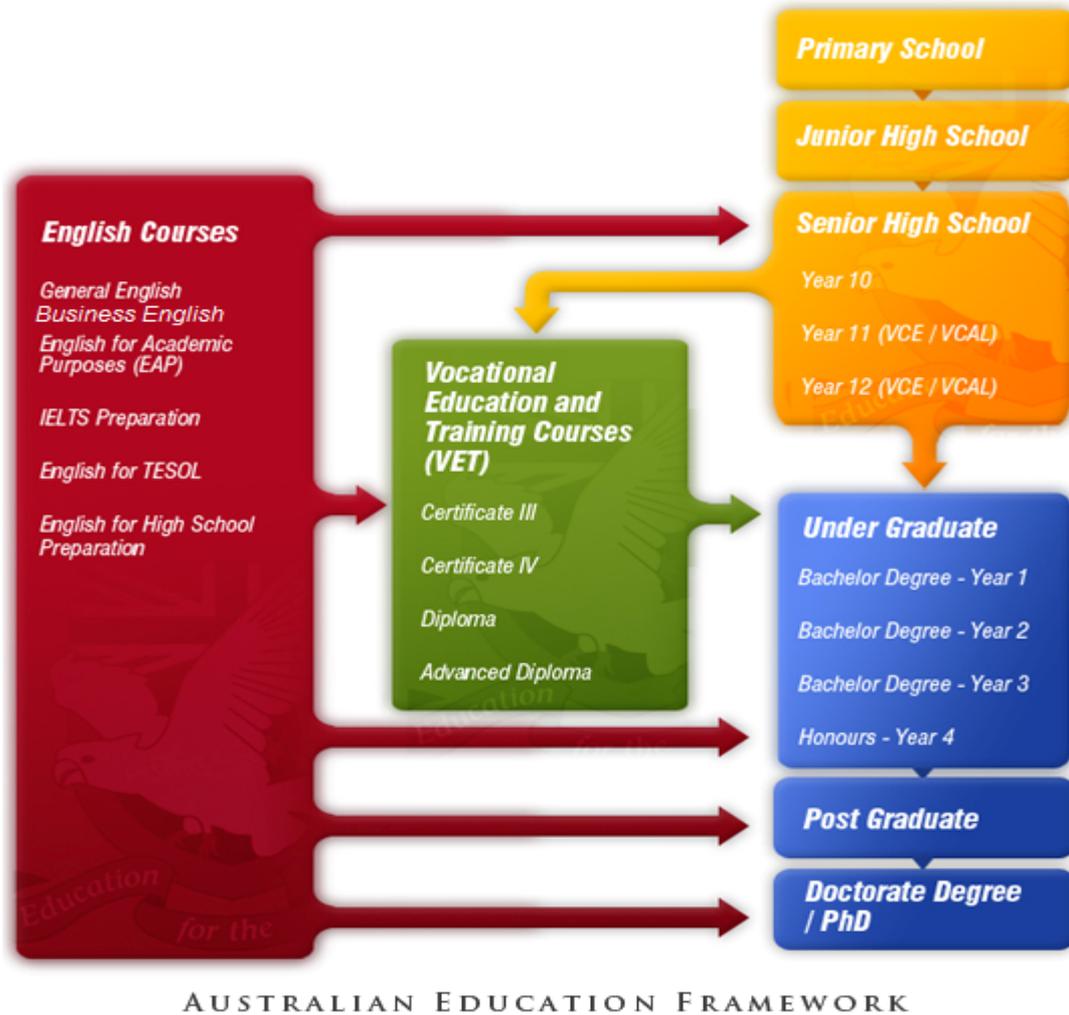
You can find out more about Australia's education system by visiting the Study in Australia website at

<http://www.studyinaustralia.gov.au/> and Australian Education International's website at <https://aei.gov.au/Pages/default.aspx>.

The ESOS National Code is available at :

<https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx>

The diagram below illustrates a simple overview of the Australian Education Framework.



AUSTRALIAN EDUCATION FRAMEWORK

Source:
https://www.google.com.au/search?q=australian+education+framework&espv=210&es_sm=93&source=lnms&tbn=isch&sa=X&ei=bPBEU5yGECqMkwWO1oHYCg&ved=OC_AgQ_AUoAQ&biw=1440&bih=799#facrc=_&imgdii=VAuF3MZydY4iM%3A%3BNnz_eNV0h1WajM%3BrVAuF3MZydY4iM%3A&imgrc=VAuF3MZydY4iM%253A%3Be2RxbPziIFijsM%3Bhttp%253A%252F%252Fwww.aqf.edu.au%252Fwp-content%252Fthemes%252Ffaqf%252Fassets%252Fimg%252Fspinner%252FAQFrameworkGraphic_1_blank.png%3Bhttp%253A%252F%252Fwww.aqf.edu.au%252Ffaqf%252Fin-detail%252Ffaqf-levels%252F%3B400%3B400

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 Ver: 2.1. April 2020

Why Study with EMERALD COLLEGE?

EMERALD COLLEGE differs from other providers in several ways; for one, classes are generally small.

While in class, students are encouraged and expected to contribute to the discussion and educators meet with students and even share coffee with them. The close relationship between students and trainers serves to motivate students and fosters a personal approach to studying.

Studying at EMERALD COLLEGE will ensure you receive an exceptional level of service and a high quality education.

What We Offer Our Students

We want you to enjoy yourself while you are learning at EMERALD COLLEGE. We have supportive networks of people to make your time with us fulfilling and fun.

We offer our students:

- Bright, spacious classrooms set up with modern equipment, for students to learn the most up to date techniques.
- A well equipped nursery and Study area with access to internet.
- A mentor network of teachers for academic support.
- Access to expert trainers to help you manage your program and any difficulties that might affect our studies.
- Student Services personnel to help in other areas, including personal welfare and guidance.
- Free internet access to support in your research activities.
- Email access to teachers and staff at any time.

About EMERALD COLLEGE

EMERALD COLLEGE was only recently established however the facility is state of the art, with a new modern and central campus.

EMERALD COLLEGE aims to provides the finest educational opportunity through its commitment to its students' success. Students are taught at the highest standard of expertise within a friendly, caring and relaxed atmosphere.

Location

The EMERALD COLLEGE campus is located at 96 Mount Gravatt Capalaba Road, Upper Mount Gravatt – 4122. QLD

We are situated a short drive from one of Brisbane's premium education and shopping hubs. By bus we are approximately 40 minutes from the City of Brisbane and by car approximately 20 – 25 mins.

All essential services from medical to major banks, shops are located near Upper Mount Gravatt.

.

The local area has a large number of sporting facilities such as tennis courts and gyms.

Student Amenities

The aim of EMERALD COLLEGE is to provide students with a clean and harmonious studying atmosphere.

Common areas are provided for student's comfort. Onsite students will have access to:

- A kitchenette with a refrigerator, microwaves, tea and coffee making facilities. Students are encouraged to bring their own food.
- Computer lab with Internet access is available for student use for research or assignment work. Students are welcome to use EMERALD COLLEGE for some quiet study or to relax between classes.

Our Team

The EMERALD COLLEGE team consists of a unique combination of people with vast industry backgrounds. We are a strong team with a common understanding and specialised knowledge of the industry and our students' needs - this is the secret of our success.

Trainers

Our trainers have many years experience in training and working in the respective Industry. Their wealth of knowledge and passion will allow you to develop skills and broaden your knowledge of the industry so you can provide service to your customers with confidence and professionalism.

Open communication with your trainer can make a big difference to the depth and enjoyment of your learning.

Administration

EMERALD COLLEGE's administration unit has a special interest in ensuring you get through your course as smoothly as possible. The administration team at EMERALD COLLEGE are well experienced in sorting out any problem you may have concerning the administration of your course.

Their years of experience in administration and customer service roles will ensure all your questions are answered, and if they don't know the answer, they will find out! Administration is there to help you and provide support with as little fuss as possible so that you can concentrate on your studies.

They are the smiling face and friendly voice over the phone when you need help, so please don't hesitate to call them, no matter how big or small your problem may be.

Course Information

The EMERALD COLLEGE delivers the following Nationally Recognised courses to International students.

- BSB50215 Diploma of Business
- SIT50416 Diploma of Hospitality Management
- SIT40516 Certificate IV in Commercial Cookery.

How to Enrol

When you are ready to enrol you need to:

1. Read this “Course Guide” completely ensuring you full understand your requirements.
2. Download from our website at www.Emerald College.edu.au and complete the “International Application for Enrolment” form, alternatively you can request one to be sent to you via mail or email.

- Fill in the form in full and sign the Student Declaration and Acknowledgement.

This acknowledgement states that you have read, understood and agree to abide by the Rules and Regulations contained within the International Students Course Guide

3. Attach the following items with the Enrolment Form:
 - A passport photo of yourself signed legibly and dated.
 - A copy of your passport including your residential address.
 - An English language translation of your secondary school examination results.
 - English language Skills Certificate – score of IELTS 5.5 or equivalent.
 - Completion certificate of grade 10 and 12th.
 - Any previous qualification.
 - Application Fee (Please note: if the application fee is not enclosed with enrolment form and requested documents, your application will be returned to you without processing).
4. Send in your Application, requested documents along with your application fee to:

EMERALD COLLEGE
96 Mont Gravatt Capalaba Road
Upper Mount Gravatt – 4122
QLD
AUSTRALIA

Contact Details:

Telephone: +61 73124 6366

Email: admin@emeraldcollege.edu.au

Web: www.emeraldcollege.edu.au

Please Note: All the above documents sent to EMERALD COLLEGE must be certified by an official.

The EMERALD COLLEGE reserves the right to check the validity of all documents tendered.

Offer of Placement

Once the International Application for Enrolment, the attachments and application fee (non-refundable) have been received and accepted, EMERALD COLLEGE will send you an official "Letter of Offer & Acceptance" for entry into your chosen course.

NOTE:

- An offer of placement will only be given to those students who meet the requirements and who are enrolling in a full time course.
- After you have received the Letter of Offer you will need to Accept the Offer and pay required fees to confirm your place in the course.
- Upon receipt of payment you will be issued with a Confirmation of Enrolment and Student Identification Number. This will complete the enrolment process.
- If EMERALD COLLEGE grants the student course credit which leads to a shortening of the student's course before the student visa is granted, the COE will indicate the actual net course duration for the course.
- If the course credit is granted after the student visa is granted, the change of course duration will be reported to the Department via PRISMS within 14 days after the event as specified under Section 19 of the ESOS Act.

Please Note the Letter of Offer will be based on the following conditions:

- The EMERALD COLLEGE agrees to "recruit students in an ethical and responsible manner and provide them with information that enables each student to make informed decisions about studying with EMERALD COLLEGE".
- The EMERALD COLLEGE will assess that the students' qualifications and proficiencies are appropriate to the course e.g. that they have achieved the minimum level of English required to study at EMERALD COLLEGE.
- Evidence is provided that the prospective student has been assessed on English proficiency and meets the requirements of the Migration Regulations.

Tuition Protection Services

Emerald College is a member of the Tuition Protection Service (TPS). This means that the fees paid to the Institute are safeguarded if the Institute defaults on delivering the courses you are enrolled in.

In the unlikely event that the Institute is unable to deliver the course you have paid for and does not meet RTO obligations to either offer you an alternative course, or pay you a refund

of your unspent prepaid course fees, the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent course fees

Further information on the Tuition Protection Service can be accessed at:

<https://tps.gov.au/StaticContent/Get/StudentInformation>

Educational and Support Services

All student support services are guided by our Policy. Emerald College strives to maximise opportunities for access and participation by facilitating positive outcomes for all students. Emerald College ensures the provision of access and equity to students.

The following support will be available to learners:

Language, Literacy Numeracy (LLN) support is based on the results of the applicants' enrolment. When necessary, a meeting can be arranged to discuss the LLN assistance that Emerald College may be able to provide to students in the need with a view to creating an action plan that best addresses a student's LLN needs.

However, it is noteworthy that students who are taking courses at Emerald College require a high level of Literacy to be able to perform tasks involving managerial decision-making. Emerald College will make every reasonable effort to ensure that it can accommodate the student's needs.

However, sometimes those needs are beyond the assistance that can reasonably be provided by Emerald College. For the purposes of LLN assistance, "reasonable allowance" is defined as the provider being able to accommodate the student's needs without significantly disadvantaging other students in the course, or without causing itself (the College) a significant financial disadvantage. Individuals who require additional help with their literacy and numeracy can access information about their nearest LLN provider by calling

The Reading Writing Hotline on 1300 655 506 or by visiting their website at www.literacyline.edu.au.

Any costs incurred will be the responsibility of the student.

Following are the types of assistance Emerald College will be able to offer:

Telephone Support Monday to Friday from 9:00am to 5:30pm.

Training on using Microsoft word, PowerPoint, Referencing, conducting research

To examine any LLN difficulty and help establish competency, the College trainers may:

- Interview the student
- Ask the student to complete LLN assessment
- Informal chat with the student

-
- Ask student to demonstrate their skill
 - Ask students to raise issues about interpreting Australian accent this is an issue
 - Ensure the course content are presented in clear, plain and clear English
 - May utilise reasonable adjustments the assessment process as per the College

Policy

- Ensure all course materials are written in plain English
- The trainer may read written materials to student on a one-to-one basis.

Student Services staff will counsel students as appropriate and/or refer them to qualified counsellors. The staff members are required to respond by attempting to alleviate any signs of distress or discomfort students are facing, and to actively facilitate appropriate assistance. If students require extra support or counselling they are encouraged to make contact with a member of our team who will be eager to assist and refer them to the appropriate support services.

External Counselling/Personal

Support Lifeline: 13 11 14 or www.lifeline.org.au

Relationships Australia - 1300 364 277 <http://www.relationships.org.au>

Mens Line Australia – (For men of any age) 1300 78 99 78

Kids Helpline (For young people aged 5-25)1800551800

Principles of Training and Assessment

Training and assessment strategies developed by Emerald College. will adhere to the following principles:

Training and assessment strategies are developed for each unit of competency that will be delivered and assessed. Each strategy provides a framework to guide learning requirements and the training and assessment arrangements of each training product – the macro level requirements of the learning and assessment processes.

All competencies will require the development of a training and assessment strategy.

Each training and assessment strategy will be developed in consultation with industry representatives, trainers, assessors and key stakeholders

Training and assessment strategies will reflect the requirements of the relevant training package and will identify target groups

Training and assessment strategies will be validated annually through the internal review procedures and industry consultation.

Quality training and assessment principles

Emerald College will apply the Principles of Assessment and the Rules of Evidence to achieve positive outcomes.

Principles of assessment

To ensure quality outcomes, assessment should be:

Fair
Flexible
Valid
Reliable

Plagiarism

Plagiarism is the submission of somebody else's work as your own. This may include copying all or part of another person's thoughts or ideas and representing them as your own. If a student fails to identify the original source of some or all of the submission, this also constitutes plagiarism.

If a Student copies another Student's work and passes this off as their own, this is also a form of plagiarism and cheating.

During the assessment process you will read about ideas and gather information from many sources. When you use these ideas in assignments you must identify who produced them and in what publications they were found. If you do not reference the original author, you are plagiarising. Although, it is advised to reference Harvard Style, but other legitimate styles are also accepted as long as authorship is acknowledged. If students are including other people's work in submissions, for example, passages from books or websites, the reference should be made to the source.

For further information on what constitutes plagiarism please refer to: <http://www.plagiarism.org/> or contact the Campus Manager.

Submitting plagiarised work during as completed assessments will result in the student's assessment submission being rendered invalid.

General Information :

Upon Arrival in Australian, Important things to remember to do:

Call home
Settle into your accommodation
Contact Emerald College
Purchase household items and food
Enrol children in school (if applicable)

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Ph +61411240159, Email: admin@emeraldcollege.edu.au, Web: www.emeraldcollege.edu.au
Ver: 2.1. April 2020

Attend student orientation
Request for a student ID card
Advise health insurance company of address & get card
Open a bank account
Attend course specific orientation sessions
Get textbooks
Start classes
Apply for a tax file number if seeking work
Get involved in student life and associations (e.g., music, sporting and cultural clubs).

Living in Australia / Safety and awareness relevant to life in Australia

The detailed information can be taken from the “Study in Australia” website. For more information visit www.studyinaustralia.gov.au

Introduction

Australia is so big and diverse that it could never merely be the sum of its icons. The stunning architecture of the Sydney Opera House, the glow of Uluru (Ayers Rock) at dusk, a wave curled above a colourful reef – these are only part of the experience that unfolds once your feet touch the soil of this awesome country-continent.

Australia's natural beauty is one of its biggest attractions. The landscape varies from endless sun baked horizons to tropical rainforests to chilly southern beaches. Its cities blend an enthusiasm for art and food with a love of sport and the outdoors. Visitors will have to re-think their grasp of geography in this huge country. The sheer vastness gives Australia – and its diverse population – much of its character.

Many things about this faraway island are different, even the things that sound familiar. You may have visited remote places, but not the sublime isolation of the outback, with its dazzling salt pans and sandstone towers. You would have encountered wildlife, but when did you last ride a camel among desert oak trees or have your camp site visited by a Tasmanian devil? Perhaps you've enjoyed seafood, but here you'll taste barramundi fish and delicious Moreton Bay bugs (a shellfish). From rainforest trails to fascinating museums, vibrant multicultural cities to a love of sport, Australia is unique.

The places

Australia's states and territories each have unique characteristics. Explore one at a time or, when your studies have finished, visit them all in one big loop! This would mean over 14,000km of highway, not including side trips to beaches, forests, mountains, country towns... If you'd rather not go far from where you're studying, you'll still find there's plenty to keep you entertained.

The potential

Australia offers a unique experience for students. Apart from a world-class education system, the opportunities to get involved in daily life are endless: whether you're into the arts or sport, partying or book clubs, the great outdoors or cosy cafés, you'll find many ways to join in and have fun. So if you want to get an education and have a life, it really is the place to be.

Money matters

It's easy for visitors to Australia to access money. There are automated teller machines (ATMs) in most Australian towns and all cities, as well as banks that will cash travellers cheques. The Australian dollar has become increasingly competitive against major international currencies like the US dollar and the euro, so the country is a less economical destination than it used to be. That said, daily living costs such as food and accommodation are still fairly inexpensive. The biggest cost in any trip to Australia if you want to see a lot of the country will be transport, simply because it's such a huge place.

ATMs, EFTPOS, Credit Cards & Bank Accounts

Branches of the ANZ, Commonwealth, National, Westpac and affiliated banks are found all over Australia, and many provide 24-hour automated teller machines (ATMs). Most ATMs accept cards issued by other banks and are linked to international networks. EFTPOS (Electronic Funds Transfer at Point of Sale) is a convenient service that many Australian businesses have embraced. It means you can use your bank card (credit or debit) to pay directly for services or purchases, and often withdraw cash as well.

Credit cards such as Visa and MasterCard are widely accepted for everything, including getting cash advances over the counter at banks and from many ATMs. Charge cards such as Diners Club and American Express (Amex) are not as widely accepted.

Opening a local bank account is easy for overseas visitors provided it's done within six weeks of arrival. Simply present your passport and provide the bank with a postal address and they'll open the account and send you an ATM card. After six weeks you need to provide more identification (ID), such as a passport, a birth certificate or an international driving licence with photo.

Currency & Exchanging Money

Australia's currency is the Australian dollar, made up of 100 cents. There are 5c, 10c, 20c, 50c, \$1 and \$2 coins, and \$5, \$10, \$20, \$50 and \$100 notes. Prices are often marked in single cents and then rounded to the nearest 5c when you pay.

Changing foreign currency or travellers cheques (see following) is usually no problem at banks throughout Australia or at licensed money-changers such as Travelex or Amex in cities and major towns.

Taxes & Refunds

The Goods and Services Tax (GST) is a flat 10% tax on all goods and services – accommodation, eating out, transport, books, furniture, clothing etc. There are exceptions, however, such as basic foods (milk, bread, fruits and vegetables). International air and sea travel to/from Australia is GST-free, as is domestic air travel when purchased outside Australia by non-residents.

If you purchase new or second-hand goods with a total minimum value of \$300 from any one supplier no more than 30 days before you leave Australia, under the Tourist Refund Scheme (TRS), you are entitled to a refund of any GST paid. For more details, contact the Australian Customs Service on 1300 363 263 or 02 6275 6666 or you can visit the website at: www.customs.gov.au

Travellers Cheques

The convenience of internationally linked credit and debit card facilities in Australia means that travellers cheques are not used much. Nevertheless, Amex, Thomas Cook and other well-known international brands of travellers cheques are easily exchanged. You need to present your passport for identification when cashing travellers cheques.

Shopping Etiquette

Bargaining is not the norm in Australia, unless you're at a second-hand market or buy a whole new wardrobe from one store, in which case it probably wouldn't hurt to ask for a small discount.

Tipping is becoming more common in Australia, particularly in cafes and restaurants in the bigger cities; a 10% tip is usual. However, you won't cause offence if you don't tip. Taxi drivers are always grateful if you leave the change.

Australia For Free

There are plenty of activities that cost nothing or next to nothing for those on a budget. Appreciate Australia's stunning natural beauty and native animals with walks through its pristine national parks – there are more than 500. Enjoy endless walks along endless beaches; go people watching at fantastic markets; learn about Australia's art and heritage at excellent free galleries and museums (see the Culture section); or attend some typically Australian festivals, like the surf life-saving competitions on beaches all around the country during summer. The list of free or cheap things to do is endless, so there's no need to let a student budget come between you and good times.

Working while you study

People granted student visas on or after 26 April 2008 will receive permission to work with their visa grant. If your student visa was granted before 26 April 2008 however, you can still apply separately to the Department of Border Protection (DIBP) for permission to work once you have started your course in Australia.

Permission to work allows you to work up to 20 hours a week on a casual basis during course time and full-time during vacation periods. Family members can also work up to 20 hours a week throughout the year. In the case of students who have commenced a masters or doctorate course, family members can work unlimited hours. Students and their family members must not undertake work until the student has commenced their course of study in Australia.

Food

Australia is one of the most dynamic places in the world to eat, thanks to international culinary influences and a dining public willing to give anything new a go. Anything another country does, Australia does too. Vietnamese, Indian, Fijian, Italian – no matter where it's from, there are expats and locals keen to cook and eat the cuisine. Due to the country's huge size, the climate varies a great deal from north to south. This means that at any time of the year there's an enormous variety of produce on offer, including Australia's justifiably famous seafood.

Food tourism and food festivals are blossoming. Melbourne, for instance, has its own month-long food-and-wine festival in May. There are harvest festivals in wine regions, and various communities hold annual events, such as Clare Valley's (South Australia) Gourmet Weekend.

Christmas in Australia, in mid-summer, is less likely to involve a traditional European baked dinner, and more likely to be replaced by a 'barbie' (barbecue), full of seafood and quality steak. Various ethnic groups have their own celebrations. The Indian community brings out delicious sweets during Diwali; the Chinese annual Spring Festival (Chinese New Year) involves sumptuous banquets; and Australia's Islamic community marks the end of Ramadan with the festival of Eid al-Fitr.

Typically, a restaurant meal in Australia is a relaxed affair. Any table that you've booked is yours for the night, unless you're told otherwise. A competitively priced place to eat is a club or pub that offers a 'counter meal'. Here you order at the kitchen, take a number and wait until it's called. You then pick up the meal yourself, saving the restaurant money on staff and you on your total bill.

A great feature of the restaurant scene, which also makes eating out less expensive, is 'BYO' (Bring Your Own). If a restaurant says it's BYO, you're allowed to bring your own alcohol. If the place also sells alcohol, the BYO is usually limited to bottled wine only (no beer, no casks) and a corkage charge is often added to your bill.

Shopping

Australians like to shop, as evidenced by the huge variety of local- and international-brand shops, and the crowds that gather at every clearance sale. Big cities can satisfy most consumer appetites with everything from high-fashion boutiques to second-hand emporiums, while many smaller places tend towards speciality retail, be it home-grown produce, antiques or arts and crafts. Many Australian cities have really interesting shopping (and eating) strips in different neighbourhoods, especially in the inner suburbs. Be sure to check, Queens St and Ann & Brunswick Sts intersection, Fortitude Valley (Brisbane).

Transport around Australia

Australian cities have excellent public (and private) transport systems, making travelling around them simple. Following is a breakdown of how best to get around in each capital city:

Brisbane

Brisbane boasts a world-class public transport network. Information on bus, train and ferry routes and connections can be obtained from the Trans-Info Service on 13 12 30 or by visiting the website at: www.transinfo.qld.gov.au/

Boat – Brisbane's nippy blue CityCat catamarans run every 20 to 30 minutes, between 5:50am and 10:30pm, from the University of Queensland in the southwest to Bretts Wharf in the northeast, and back. Also useful are the Inner City Ferries, which zigzag back and forth across the river between North Quay, near Victoria Bridge, and Mowbray Park.

Bus – The Loop, a free bus service that circles the city area, runs every 10 minutes on weekdays between 7:00am and 6:00pm. Other buses run every 10 to 20 minutes Monday to Friday, from 5:00am till about 6:00pm, and with the same frequency on Saturday morning (starting at 6:00am). Services are less frequent at other times, and cease at 7:00pm Sunday and midnight on other days.

Train – The fast Citytrain network has seven lines, which run as far as Gympie North in the north (for the Sunshine Coast) and Nerang and Robina in the south (for the Gold Coast). All trains go through Roma St, Central and Brunswick St stations.

Important Telephone Numbers

Emergency

Department of Home Affairs (DHA) - Brisbane

Police, Fire or Ambulance	000
Emergency (mobile phone)	112
DHA locations	https://www.homeaffairs.gov.au/about/contact/offices-locations/australia
Make an enquiry	https://www.homeaffairs.gov.au/about/contact/make-enquiry
Hours	9:00 am to 4:00 pm Monday to Friday
Phone	131 881
Brisbane office	299 Adelaide Street, Brisbane Qld 4000

Health

Police, Fire or Ambulance

000

Hospital locations

Mater Hospital Brisbane:

Raymond Terrace
Phone: (07) 3163 8111

Royal Brisbane and Woman's Hospital

Phone: 07 3646 81111

Pregnancy Help	Pregnancy Help Australia - QLD Phone: 1300 792 798 Email: info@pregnancysupport.com.au Website: https://www.pregnancysupport.com.au/	Pregnancy Help Australia - WA Phone: 1300 655 156 Email: info@pregnancysupport.com.au Website: https://www.pregnancysupport.com.au/
Poisons Info	Poison Information Hotline Call: 24 hours, 7 days a week Phone: 13 11 26 Website: https://www.childrens.health.qld.gov.au/chq/our-services/queensland-poisons-information-centre/	Poison Information Hotline Call: 24 hours, 7 days a week Phone: 13 11 26 Website: http://www.scgh.health.wa.gov.au/OurServices/WAPIC/

Interpreting Hotline	Immediate Phone Interpreting Call: 24 hours, every day of the year Phone: 131 450 (within Australia) Phone: +613 9268 8332 (outside Australia) Website: https://www.tisnational.gov.au/en	Immediate Phone Interpreting Call: 24 hours, every day of the year Phone: 131 450 (within Australia) Phone: +613 9268 8332 (outside Australia) Website: https://www.tisnational.gov.au/en
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Legal Services

Legal Aid

Website: <https://www.legalaid.qld.gov.au/Home>

Phone: 1300 65 11 88

Community Legal Centres Queensland

Website: <http://communitylegalqld.org.au/find-legal-help/find-a-centre>

Phone: 07 3392 0092 Other Options:

<https://www.truelocal.com.au/search/legal-services/brisbane-qld>

Legal Aid

Website: <https://www.legalaid.wa.gov.au/> Phone: 1300 650 579

Australia

East Coast Run: Brisbane to Cairns

Hordes of travellers stay on the beaten track on Australia's sun-loving east coast, following this beach-themed route. From Brisbane, travel along the Pacific Hwy through central and northern Queensland towns with idyllic beach locales. Soak up the beauty of Port Stephens, the watersports-mad Myall Lakes National Park and the stunning, plateau-top rainforests of Dorrigo National Park. Join the wild and famous in Byron Bay, then head over the Queensland border into the state capital, Brisbane, via the party town of Surfers Paradise.

Bruce Hwy then winds along the coast into the far north. Nature lovers should visit the whale-watching haven of Hervey Bay and, further north, the blissful Whitsunday Islands, the coral charms of the Great Barrier Reef and the scuba-diving heaven of Cairns.

Across the Continent: Cairns to Perth

The following is a long, difficult route from the tropics to the Indian Ocean – few roads are less travelled than this 4,560km trail. There are many potential hazards in heading off the beaten track into the Australian outback, so wherever you go, make sure you're well informed and fully prepared. Start in Cairns and head west to Normanton, the biggest town in the Gulf of Carpentaria region, then south down the Matilda Hwy to the rough mining town of Mt Isa. To the southwest is the frontier outback town of Urandangi, after which you run into the Plenty Hwy, a boring – or to some, gloriously desolate – road with plenty of bone-jolting challenges (4WD recommended). Over 500km later you'll hit the Stuart Hwy and then the dead-centre city of Alice Springs.

The Lasseter Hwy turn-off takes you to amazing Uluru (Ayers Rock) and the captivating Kata Tjuta (the Olgas) rock formations, beyond which is the beginning of the Great Central Rd. This lonely trail, suitable for well-prepared 2WDs and lined with saltbush, spinifex and desert oak trees, stretches 750km to the tiny gold-mining town of Laverton, from where it's another 400km to a much bigger gold-mining town, Kalgoorlie-Boulder. Finally, the ocean beckons from behind the beaches of Scarborough and Cottesloe in Perth.

Costs of living

Study costs

There is no doubt that Australia is the perfect place to enjoy a quality education and outstanding quality of life. What makes it even better is that Australia offers excellent value for money, with living expenses and tuition costs comparable to the United Kingdom and United States.

Australians enjoy one of the highest standards of living in the world - without the expensive price tag. An average international student in Australia will spend about A\$400 a week on accommodation, food, clothing, entertainment, transport and telephone. Remember, though, that this figure depends on your location, lifestyle and even your course. You should seek further information on living costs from your institution.

Visa requirements

Before you receive a student visa, you will have to show that you have enough money to pay for living expenses, education costs and travel for the duration of your course. You can offset

your living expenses by working part time while you study, but you shouldn't rely on your wages as your only source of income.

Education of accompanying dependents:

If you would like to bring your children to Australia with you, you must be aware of the following schooling issues:

It is an immigration policy that school-age dependants of international students undertake formal schooling while they are in Australia.

- ✓ Children who have their fifth birthday before 1st April of that calendar year are eligible to start school.
- ✓ You will need to provisionally enrol your child in a school before you leave your home country and you will normally have to pay the school fees one semester in advance. The school will issue an electronic Confirmation of Enrolment Form (eCoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.
- ✓ The Diplomatic Mission in your country can tell you which State schools are registered to take international students. Fees are payable by international students at all State schools unless you:
 - Are in receipt of sponsorship or scholarships from the Australian Government (e.g. the Australian Development Scholarship, IPRS);
 - Hold a higher institution or approved non-government scholarship. These scholarships must be approved by the State government for the dependants to be exempt from school fees.
- ✓ You will be responsible for school fees and other costs including school uniforms, books, excursions and stationery. These fees can amount to a significant cost.
- ✓ When choosing the most appropriate school for your child, it is best to ask questions about the school's curriculum, size, extra-curricular activities and the size of individual classes.
- ✓ You should also take into consideration the distance from the school to your education institution, the suburb in which you intend to live and the method of transport you plan to use.

For more information about government schooling for children of international higher degree students visit the http://www.study.vic.gov.au/en/how-to-apply/Pages/default.aspx?_ga=1.174493410.1508948761.1490757883

Overseas Student Health Cover (OSHC)

Another requirement is that you maintain Overseas Student Health Cover (OSHC) for the duration of your student visa. You will also be responsible for your own accident and property insurance. It's a good idea to purchase travel insurance before leaving your country to cover lost baggage, cancellation of plane tickets and repatriation.

The OSHC entitles you to free hospital cover and 85% of standard doctor's fees. Here are some links to websites to purchase OSHC:

Myoz College Pty Ltd T/A Emerald College
RTO: 45135, CRICOS 03795B ABN: 62 615 106 306
96 Mount Gravatt Capalaba Road, Upper Mount Gravatt, QLD 4122, Australia
Ph +61411240159, Email: admin@emeraldcollege.edu.au, Web: www.emeraldcollege.edu.au
Ver: 2.1. April 2020

www.oshcworldcare.com.au
www.bupa.com.au
www.ahm.com.au
www.medibank.com.au
www.nib.com.au

Dependants

If you need to bring any dependants with you whilst studying, who are of schooling age you will need to be aware of specific requirements such as the requirement to pay full schooling fees, even for at public (government funded) schools. For more information contact EMERALD COLLEGE.

Accommodation Options

There are many options for accommodation in Australia to suite the different needs and budgets of all students. The following information is from the www.studyqueensland.qld.edu.au website.

Homestay

You know that every family is different, even within your home country. So you know that it will take you a while to settle in and get used to your new home. Be patient, accepting and try to have a sense of humour, even if you are tired or homesick.

There is a wide variety of what is “normal” behaviour for families in Australia. Australian families may have one parent (either the mother or the father) or both parents living together with children. Some households may include grandparents, aunts or uncles as well.

In many families, both parents work full time, so children of the family may be quite independent - making their own breakfasts, lunches and/or dinners, returning home after school before the parents get home, and so forth. Australian families generally do not employ household staff, although many hire a person to occasionally visit and clean, look after the garden or do laundry. Usually every family member is expected to help with jobs around the house, like cleaning, cooking, shopping and tidying.

Rental accommodation

Rental accommodation in Australia varies from one bedroom apartments to large houses, which are normally rented by a number of tenants living together as “housemates”. Finding suitable rental accommodation within a reasonable price range can take time, so it is a good idea to arrive at least a week before you start studies to allow yourself time to find accommodation, settle in and attend orientation at your institution.

Your study institution can help you find rental accommodation, or show you how you can search for it independently.

If you are renting, you should think about the size of property you want to rent, the cost you can afford, how close you are to public transport, and whether you want to rent “furnished” or “unfurnished”. Renting an unfurnished place is cheaper, but you will need to provide your own furniture.

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Ver: 2.1. April 2020

You may decide it is easier to look for an existing share house where the current tenants are looking for a new housemate. People who are looking for housemates often leave notices and advertisements in and around universities and other Institute campuses, but it is probably best to start with us, which should be able to help you find other students who are looking for housemates.

Arranging Accommodation

Students will need to make their own accommodation arrangements however EMERALD COLLEGE can help you if you are having difficulty in finding a place. Some accommodation options include (but are not limited to):

Accommodation Options Approximate Cost

Hostels and guest houses AU \$120 - \$155 per week

Share Accommodation AU \$100 - \$200 per week

Rental Accommodation AU \$250 - \$450 per week

For information on accommodation you can visit:

- www.realestate.com.au
- www.homestaynetwork.com.au
- www.homestayworldwide.com
- www.auzziefamilies.com

You can also visit www.ourbrisbane.com.au

Studying in Brisbane

Queensland is dominated by the coast. It's no surprise that most of the settlements and tourist attractions are concentrated in this narrow coastal strip, which has some amazing natural features such as the Great Barrier Reef and lush rainforests. Inland is the Great Dividing Range and the tablelands, fertile areas of flat agricultural land that run to the west. Then there's the barren outback, which fades into the Northern Territory. In the far northern Gulf Country and Cape York Peninsula there are huge empty regions cut by countless dry riverbeds, which can become overflowing rivers in the wet season.

Northern Queensland seasons are more a case of hot and wet or cool and dry than of summer and winter. November/December to April/May is the wetter, hotter half of the year, while the real Wet, particularly affecting northern coastal areas, is May to May. This is also the season for cyclones. Queensland doesn't really experience 'cold weather', except inland or upland at night from about May to September. Temperatures in Brisbane, in the south of the state, rarely drop below 20°C and, while it doesn't suffer the stifling humidity you'll find further north, the climate is still most pleasant in winter (June to August).

Introducing Brisbane

It's Australia's third-largest city, but while other capitals compete loudly in their endeavour to reach top billing in the status stakes, Brisbane quietly executes its evolution in true, casual Queensland style. There's no need to advertise the virtues – locals already know it's one of the most desirable places in Australia to live. For visitors, the city is an outstanding summary

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of Australia; the big-city package exists here but the pretensions and speed are refreshingly absent.

Start with a metropolis that reclines over a tropical landscape. Dissect it with the winding Brisbane River and mix in a climate that attracts southerners by the chilly town-load every winter. Weave throughout a smorgasbord of cultural flavours, simmering in cafes, theatres, art-house cinemas, concert halls, galleries, museums and live music venues. Pepper the vista with subtropical gardens and views from lookouts or river boats. Add to this a calendar stocked with festivals and an abundance of eateries and you'll realise what all the low-key fuss is about.

Brisbane's city centre is bound by a U-shaped loop of the Brisbane River. The action is centred on pedestrianised Queen St Mall, which runs down to the former Treasury Building (now a casino) and Victoria Bridge to South Bank. Across Victoria Bridge is South Brisbane and the South Bank Parklands; further south is the hip West End. Ann St runs northeast of the city centre into trendy Fortitude Valley.

Cultural Overview

Brisbane has gotten rid of its reputation as being a backward and unsophisticated place and emerged as one of the country's most progressive centres. It has several interesting districts, a good street cafe scene, a great riverside park, a busy cultural calendar and a thriving nightlife. Known locally as Bris Vegas, the city is renowned for its sun and the showy hordes that follow it, but it's also the arts capital of Queensland, with dozens of theatres, cinemas, concert halls, galleries and museums. A climate this good and culture too? It must be paradise.

Brisbane's Weather

Temperatures in Brisbane, in the south of the state, rarely drop below 20°C and while it doesn't suffer the stifling humidity you'll find further north, it's still most pleasant in winter (June to August). However, this is also the time everyone from Brisbane and Melbourne heads north to escape the cold, so expect a crowd.

Climate

Nearly a third of Australia is in the tropics and the rest is in the temperate zone. The coldest areas are in the south-eastern corner of the mainland and Tasmania.

Seasons in Australia

Summer	December – February
Autumn	May – May
Winter	June – August
Spring	September – November

Time zones

Because of its large size, there are three time zones in Australia. Daylight saving also comes into force in some parts of Australia during the summer period. So it may be a little confusing. If you plan to travel around October and May, be sure to double check the times of departure and if daylight savings affects you.

Australian eastern standard time (AEST) Greenwich time minus 10 hours
Australian Capital Territory, Queensland, New South Wales, Tasmania, Victoria

Central standard time (CST)
South Australia, Northern Territory

AEST minus 30 mins

Western standard time (WST)
Western Australia

AEST minus 2 hours

Australian daylight saving time (ADST)
end of October – end of May

AEST plus 1 hour

Daylight Savings is only applicable to the following states:

Australian Capital Territory, New South Wales, South Australia, Tasmania, Victoria

Brisbane Events

There's usually something happening somewhere in Brisbane whatever the time of year. Information on festivals and events in the city can be found at the visitor information centres or check out www.ourbrisbane.com/whatson. Here's a sample of what you can expect:

Cockroach Races – This bizarre ritual takes place at the **Story Bridge Hotel** on Australia Day, 26 May.

Story Bridge Hotel: 196 Main St, Kangaroo Point. **Phone:** 07 3391 2266

Tropfest – This nationwide short film festival is telecast live at South Bank in late February.

Tropfest: Website: www.tropfest.com

Valley Fiesta – Taking place in Fortitude Valley's Chinatown and Brunswick St Mall, this food and music festival happens in mid-July.

Brisbane Riverfestival – Held in September, this is the city's major festival of the arts, with buskers, performances, music and concerts.

Brisbane Riverfestival: Website: www.riverfestival.com.au

Livid – Australia's longest-running outdoor music festival, this annual one-day alternative rock event is held in October.

Livid: Website: www.livid.com.au

Information on employment rights and condition

Students are allowed to work 40 hours fortnightly as per their visa condition.
To resolve any workplace issues students can contact Fair Work Ombudsman
Contact Number: 13 13 94
Web: <https://www.fairwork.gov.au>

How to Advance Your Skills in the English Language

If you are interested in furthering your English language skills whilst you are in Australia you can obtain more information from the following websites:

- <https://trove.nla.gov.au/people/555345>
- www.englishaustralia.com.au

Please see below for sample information on the courses conducted at the above institutions.

NCELTR and IELTS

NCELTR is the National Centre for English Language Teaching and Research at Macquarie University and is a leading research and development centre in the field of TESOL. In addition, the Centre is an IELTS (International English Language Testing System) centre and administers IELTS tests each month.

Quality English Language Programs

NCELTR is a leading Applied Linguistics centre, staffed with highly qualified and experienced teachers. It is unique in its close collaboration with academics and, is the longest running National Key Centre in Australia.

Teachers and Administrative staff at NCELTR are trained in intercultural awareness and communication and work hard to ensure that students are able to develop friendships with each other across many cultures.

Studying English at NCELTR does not simply improve your English language knowledge: it also helps prepare you with the intercultural communications, understanding and skills you will require for success in a competitive international environment.

For more information please visit the NCELTR website
<https://trove.nla.gov.au/people/555345>

English Australia

English Australia is the representative body for quality public and private English language Institutes in Australia.

- Over 80% of students learning English in Australia study at an English Australia Institute
- English Australia guarantees and protects students' fees
- English Australia Institutes are located in capital and regional cities throughout Australia

For More Information go to www.englishaustralia.com.au

Library

- Garden City Shopping Centre
Level R4
Corner Logan and Kessels Road
Upper Mount Gravatt
Contact: 07 3403 7745

Other Learning Resources:

List of Important Learning Resources
Relevant course material, (learners guide, text book)
Power Point handouts

Handouts – templates can be either hard copy or on a USB stick

On-line open-access databases for journal articles

<http://www.loadb.org/>
http://unimelb.libguides.com/teacher_resources/free-databases
<https://www.slv.vic.gov.au/search-discover/free-journals-databases-ebooks>
<http://csulb.libguides.com/c.php?g=39192&p=249948>
<http://csulb.libguides.com/c.php?g=39192&p=249957>

Public library such as Brisbane City Council and Queensland State Library

Migration Agents

A migration agent is a person or an organisation which uses their knowledge of migration procedures to offer advice or assistance to a person wishing to obtain a visa to enter or remain in Australia, or to a person nominating or sponsoring a visa applicant. All migration agents who receive a fee or reward for their services must be registered with the Migration Agents Registration Authority (the MARA).

Migration agents must hold a current legal practising certificate issued in Australia. They are also required to follow a Code of Conduct (which is contained in the Migration Agents Regulations 1998). This code is legally binding on all registered migration agents.

Further information can be obtained by visiting the following website www.themara.com.au

Refund Policy

Scope

This policy covers the refunds process for all fees payable for training services provided within Emerald College's scope of registration, in accordance with ESOS Act and the National Code.

Purpose

To provide for appropriate handling of student's payments and to facilitate refunds in the case of cancellation by either party. The refunds process will allow students the option to disengage from training in a manner in which a negative impact may be negated or reduced, depending upon notification time frame.

Unless otherwise stated, all refunds of fees will only be granted in accordance with this policy. The terms and conditions of this policy apply to all students, whether they are waiting to commence or are continuing studies.

Policy Statement

Details concerning the scope of Emerald College Refund Policy are to be clearly disseminated to prospective students prior to contractual arrangements being made, this dissemination is in the form of the Student Handbook, Application for Enrolment and Letter of Offer.

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

General Rules

1. The refund process reflects the commitment by Emerald College to hold places as booked by students and the amount of administrative resources consumed at the various stages.
2. The date the written notice is received by Emerald College is the DEFAULT DATE, and is the date used for the calculation of any refund and/or cancellation.
3. Refunds must be requested in writing to the Administration Manager of Emerald College. Verbal notification to Emerald College staff or agents are not valid.
4. Refund application WILL NOT be processed where the signature on the refund application form DOES NOT match the student's signature as shown on other documents provided by the student for admission to Emerald College.
5. The Administration Manager of Emerald College will process refund requests and if approved, arrange payment within 28 days.
6. Refunds will be paid in Australian Dollars into the nominated bank account.

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7. To allow prompt settlement of refund requests, all advanced payments will be held in a nominated bank account by Emerald College until the course start date.
 8. All requests for refund will be processed on an individual basis, taking into account impact on follow on units /modules if applicable.
 9. The term "commencement" in this policy refers to the first day of the first program attended by the student.
 10. Issues with regard to payment are to be handled at the first available opportunity and directed to the Compliance Manager of Emerald College. All Refund Requests and issued refunds are to be logged in the Refund Log.
 11. In the event of visa refusal, the application/enrolment fee is not refundable. Refund on visa rejection will require a copy of notification from the Australian High Commission. Airport pick up fee is refundable if a visa is refused.
 12. Tuition fees and Overseas Student Health Cover (OSHC) are refundable in full where student has provided evidence of medical or compassionate reasons due to which the student cannot commence the course, Emerald College if advised of the cancellation 28 days or more before course starts and prior to entering into Australia.
 13. Student enrolled in packaged courses do NOT qualify for a refund once they commence their studies in Australia.
 14. If the student have given misleading information to an Emerald College approved agent, Emerald College and/or any Commonwealth Agencies of Australia, no refund will be given.
 15. Emerald College will forward the refund to the applicant in their country of origin unless otherwise authorised in writing.
 16. No refunds will be paid to a third party (person other than the student), unless directed by the student on the Refund Application Form.
 17. Emerald College calculates refunds based on a SEMESTER fee (20 weeks study period plus 6 week holidays = 26 weeks).
 18. Emerald College will give the student a refund statement that explains how the amount has been worked out.
 19. In case of a cancellation by the student or Emerald College , any outstanding fees to Emerald College become due with 7 (seven) days.
 20. Any costs incurred by Emerald College to recuperate outstanding fees will be charged to the student.
 21. Unpaid fees will be recorded as a debt and recovered by action in a court of competent jurisdiction.

22. Emerald College will not release any testamurs/awards to students until outstanding course fees have been paid in full.

23. Provide the student in writing the resulting decision of Emerald College's management. Advise the student of their right to appeal the decision of Emerald College management.

24. The refund policy is subject to review at least once per year

25. Refunds will only be paid to the student or legal guardian of a student under 18. If a student has paid the fees to their agent, Emerald College will recover the paid fees and return to student.

26. Emerald College only accepts responsibility for fees and charges associated with the cost of enrolling in and studying with the RTO. No accountability will be taken for fees or charges associated with international education agent or migration agent fees or visa application costs.

Refunds resulting from Emerald College Default

In the unlikely event of Emerald College default, within 14 days of the default, Emerald College will:

- Either offer the student an alternative place at Emerald College's expense, that is accepted in writing;

OR

- Refund the student the unused portion of the prepaid fees.

If Emerald College is unable to provide a refund or place the student in an alternative course, then the student shall be referred to the Tuition Protection Service (TPS: www.tps.gov.au), who will place the student in a suitable alternative course or if a suitable course cannot be found, pay a refund as calculated by the TPS Administrator.

TABLE OF REFUNDS

Type	Timeframe	Amount Refunded	Documents
VISA Refusal	At any time	All FEES minus the NON REFUNDABLE application/enrolment fee of AUD \$500.00	Refund Request Proof of VISA Refusal
VISA Renewal Refusal	After the course has commenced	Student is required to pay for the UOC/S completed on a pro-rata basis	Refund Request Proof of VISA Refusal
VISA Removal for breach of conditions	At any time	Nil	Refund Request Proof of VISA Refusal
Withdrawal, Transfer or Enrolment Cancellation	Greater than 28 days before commencement of the course	All fees minus the non-refundable application/enrolment fee of AUD \$500.00 minus Agent Commissions Paid.	Refund Request Letter of Offer DSC Form
	Less than 28 days before commencement of the course	50% of Course fee. minus application/enrolment fee of AUD \$500.00, minus any Agent Commissions Paid	Refund Request Letter of Offer DSC Form
	After the course has commenced	Nil	Nil
Default by Emerald College	At any time	Full Refund	Nil

Responsibilities

The CEO/PEO, Emerald College is responsible for ensuring compliance with this policy. Administration Manager of Emerald College will process refund requests, if approved, AND arrange refund payment within 28 days.

Related Legislation And Regulations

- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as 'the National Code 2018' Standards
- Standards for Registered Training Organisations (RTOs) 2015, Standard 5 clause 5.3 and standard 7 clause 7.2
- Education Services for Overseas Students Regulations 2001
- Education Services for Overseas Students Act 2000
-

Related Documents

- Refund Form
- Academic Misconduct and Cancellation Form

Deferral, Suspension and Cancellation Policy

PURPOSE

To provide a documented process for assessing, approving and recording a deferment of the commencement of study or the suspension of study for the overseas student, including keeping documentary evidence on the student's file of the assessment of the application. ^(9.1)

SCOPE

This policy applies to Emerald College and all overseas students and enrolling overseas students.

Emerald College may only enable students to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances, as defined below.

DEFINITIONS

Deferral: means to delay the commencement of a course.

Suspension: means to temporarily delay the enrolment once the course has commenced.

Cancellation: means the cessation of an enrolment on a course.

Withdrawal: Means a student that wishes to withdraw from a commenced course

Compassionate or Compelling circumstances: is defined as circumstances 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:

-
- a) Serious illness or injury, where a medical certificate states that the student was unable to attend classes,
 - b) Bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided),
 - c) Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies,
 - d) A traumatic experience which could include:
 - Involvement in, or witnessing of a serious accident; or
 - Witnessing or being the victim of a serious crime, and these experiences have impacted on the student (cases should be supported by police or psychologist's reports)
 - e) Inability to begin studying on the course commencement date due to delay in receiving a Student VISA

Student Misconduct: also misbehaviour, is defined as students who display unacceptable behaviour in accordance with the Student Handbook and Code of Conduct

To ensure all students receive equal opportunity to gain the maximum benefit from their training, any person(s) displaying the following dysfunctional or disruptive behaviour may be asked to leave the session and/or the course. Examples of unacceptable behaviour include but are not limited to the following:

- Continuous interruptions of the trainer.
- Smoking in non-smoking areas.
- Being disrespectful to other participants.
- Harassment by using offensive language.
- Sexual harassment.
- Acting in an unsafe manner that places themselves and others at risk.
- Refusing to participate when required, in group activities.
- Continued absence or late arrival at required times.

POLICY STATEMENT

Acceptable reasons for suspension or cancellation

In accordance with the National Code 2018, Emerald College can defer or temporarily suspend a student's enrolment on the grounds of: (9.2)
Compassionate or compelling circumstances,

In addition Emerald College can suspend or cancel a student's enrolment including, but not limited to, the following factors:

- Student misconduct (9.3.1)
- Failure to comply with the Offer of Terms as outlined in the Letter of Offer and Acceptance (Written Agreement) for Course Progress or attendance, and any formal warning issued by Emerald College against these processes, which are in accordance with Standard 8 (Overseas student visa requirements) (9.3.3)

-
- The non-payment of fees in accordance with the Offer of Terms as outlined in the Letter of Offer and Acceptance (Written Agreement) and Payment Schedule ^(9.3.2)
 - The suspension or cancellation of the overseas student's enrolment for these reasons may not take effect until the internal appeals process is completed, unless the health or wellbeing of the overseas student or the wellbeing of others, is likely to be at risk ^(9.6)

Deferral

Applications for deferral of the commencement of the course must be made by completing a Deferral Suspension Cancellation Withdrawal Form (DSCW) with any additional evidence and submitting it to Emerald College Admissions Staff prior to the course commencing.

- a) The DSCW Form can be submitted via Email, Mail or in Person.
- b) Email address: info@emeraldcollege.edu.au

Once Emerald College has processed the deferral request, the student will receive a written correspondence of the outcome.

- a) An updated Confirmation of Enrolment letter and Enrolment Agreement will be provided to reflect the new training plan.
- b) Emerald College will inform the Secretary of the Department of Education via PRISMS as required under the ESOS Act.

Suspension

Applications for Suspension of enrolment must be made by completing a DSCW Form with any additional evidence and submitting it to Emerald College Student Support Officer.

- a) Applications must be received at least 10 working days prior to the requested Suspension date.
- b) Applications received less than 10 working days prior to the requested Suspension date will not be processed.
- c) In the event of an emergency situation requiring Suspension, the submission timeline of 10 working days may be waived by the Emerald College.

Once Emerald College has processed the Suspension request, the student will receive a written correspondence of the outcome.

- a) Emerald College will inform the Secretary of the Department of Education via PRISMS as required under the ESOS Act.

Cancellation

Applications for cancellation of enrolment must be made by completing a DSCW Form with any additional evidence and submitting it to Emerald College Student Support Officer.

- a) The SC Form can be submitted via Email, Mail or in Person

-
- b) The Student Support Officer will then check all information is attached and send the cancellation request to the Compliance Manager for review against Policy & Procedures.
 - c) The Compliance Manager will then pass the cancelation request to Admissions Manager for processing.

Once Emerald College has processed the Cancellation request, the student will receive a written correspondence of the outcome from Admissions Manager.

- a) If the request is granted, the student will receive a Letter of Release. Once the Cancellation has been processed, Emerald College will inform the Secretary of the Department of Education via PRISMS as required under the ESOS
- b) Act.
- c) If the request is denied, then the student may appeal the outcome in accordance with the Complaints and Appeals Policy.

Withdrawal

Applications for Withdrawal from a course must be made by completing a Deferral Suspension Cancellation Withdrawal (DSCW) Form with any additional evidence and submitting it to Emerald College Student Support Officer.

- Any withdrawal must be done formally with evidence of why the student is withdrawing
- Emerald College has the right to refuse a withdrawal where a student has not completed six (6) months of their primary course
- Emerald College has the right to refuse a withdrawal on the grounds that the student has outstanding fees or if the student is in the debt recovery process as 'unresolved'
- Any refund application will be processed in accordance with the refund policy
- Certification of any description will only be processed after all outstanding fees are paid
- Certification will be issued within 30 calendar days of these conditions being met
- All documentation will be recorded in the student file
- In this instance the reasons must be documented and recorded to justify this decision
- Should the student wish to withdraw and return to their home country, the student must advise The Department of Home affairs to cancel their student visa

Prior to suspension or cancellation

In any given situation that leads to a deferment, suspension or cancellation of studies, instigated by Emerald College, prior to imposing a suspension/cancellation:

- Formal written notification will be provided to the student of the intent and reasons for suspension/cancellation ^(9.4.1)
- Inform the parent(s)/legal custodian(s) of the student if the student is younger than 18 years of age

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- The student will be informed of their right to appeal this decision, as well as the timeframe and process for doing so (9.4.2)
 - The student shall have 20 working days to access Emerald College's Internal Complaints and Appeals process in accordance with Standard 10 (Complaints and appeals)

Complaints and Appeals Process

The deferment, temporary suspension or cancellation of studies cannot take effect until the Internal Complaints and Appeals process has been completed, unless extenuating circumstances relating to the welfare of the student apply.

- In the case of students under the age of 18, a copy of the formal notification will be forwarded to the Parent or Legal Guardian and a resolution formulated
- At the completion of the complaints and appeals process, should the deferment, temporary suspension or cancellation of studies be upheld by the complaints and appeals hearing, Emerald College will inform the Secretary of the Department of Education via PRISMS as required under the ESOS Act.

Deferral, suspension or cancellation advising and reporting obligations

In the instance of deferral, suspension or cancellation action going ahead Emerald College will inform the overseas student regarding the need to immediately contact Immigration for advice on the potential impact to the student's visa. (9.5.1)

Emerald College will report the change to the overseas student's enrolment as per section 19 of the ESOS Act. (9.5.2)

Guidelines and Implications of Suspension or Cancellation

Should a student enrolment be temporarily suspended for a period of 28 days or longer, the student must return home, unless special circumstances exist.

Students are to be made aware that:

- Students can only temporarily suspend enrolment for a maximum period of six months,
- Deferral, Suspension or Cancellation of enrolment may affect the student's VISA,
- If the enrolment is suspended for a period greater than six months, the student's visa may be cancelled by The Department of Home Affairs.

All documentation relating to deferment, temporary suspension or cancellation of studies will be held in the student's file and managed by Student Support Officers.

In addition, any discussions with the student and relevant staff members relating to the deferment, temporary suspension or cancellation of studies will be recorded and placed as minutes in the student's file as well as being noted in the Student Management System.

RELATED LEGISLATION AND REGULATIONS

- * The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as 'the National Code 2018' Standard 9
- Standards for Registered Training Organisations (RTOs) 2015
- Education Services for Overseas Students Regulations 2001
- Education Services for Overseas Students Act 2000
- Australian Qualification Framework (AQF) and its Policies
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RELATED DOCUMENTS

Deferral Suspension Cancellation Withdrawal DSCW Form.

Recognition and Credit Policy

Purpose

The objective of the Recognition and Credit Policy is to ensure that an individual's prior learning achieved through formal and informal training, work experience or other life experiences is appropriately recognised. This policy and the corresponding procedure provide a process for assessing and recognition of prior learning and credit transfers and granting and recording of the subsequent course credits, whilst preserving the integrity of the award and complying with the underpinning requirements of the course/award to which it applies. ^(2,3)

Scope

Applicants, whether they are current or prospective students, will be offered an outcome to meet their specific circumstances within Emerald College's Scope of Registration, subject to the fees and charges outlined below (subject to change and review annually).

DEFINITIONS

Credit Transfer	A process of the RTO accepting and acknowledging credit for units of competency that are: <ul style="list-style-type: none"> • AQF certification documentation issued by another RTO • AQF authorised issuing organisation such as University • Authenticated VET transcripts issued by a Registrar
Recognition of Prior Learning	A means to receiving recognition of a competency (or competencies) as a result of any previous learning acquired, regardless of where or how the learning was acquired The RPL assessment process may assess a student's formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.
Formal learning	Any learning that occurs place through a structured program of instruction and is linked to the attainment of a formal qualification or award, such as certificates, diplomas or higher education degree
Non-formal learning	Any learning that occurs through a structured program of instructions without resulting in a formal qualification or award such as in-house training and business-run professional development or on-the-job training
Informal learning	Any learning results through experience of work-related, social, hobby or community work such as cash handling skills through several years as a treasurer of a club
Course Credit	Any exemption from enrolment and study in a particular part of a course due to Credit Transfer or RPL.

Policy Statement

Students are required to submit the Credit Transfer or RPL Application Kit in order to have the Course Credit formerly assessed.

Assessment of RPL Applications:

The RPL Policy is to be consistent with the Access and Equity Policy.

Only accredited assessors will conduct RPL assessments on behalf of Emerald College. All RPL assessments are to comply with the requirements detailed in the training product documentation (or as per VET accredited course where applicable)

RPL Applications are available from Emerald College RPL and Credit transfer options are detailed to the prospective student and options for these are explored during the recruiting pre-enrolment process (see Engagement Prior to Enrolment Policy). (2.1.1)

The general principle to be observed is that "As the level of risk increases, there should be a corresponding increase in the rigor of the RPL processes".

Emerald College's RPL Policy is based on National Assessment Principles.

Emerald College assessment process shall provide for the recognition of prior learning regardless of where this was acquired.

Assessment Process Requirements

The assessment process will cover the following:

- Formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package (or VET accredited course where applicable).
- Assessment processes should cover the broad range of skills and knowledge needed to demonstrate competency.
- Assessment of competency should be a process that integrates knowledge and skills with their practical application.
- During assessment, judgments to determine an individual's competency, wherever practicable, are based on evidence gathered on a number of occasions and in a variety of contexts or situations, including the validation of evidence.
- Assessment processes should be monitored and reviewed to ensure that there is consistency in the interpretation of evidence.
- Assessment should cover both on and off the job components of training.
- Assessment processes should provide for the recognition of competencies no matter how, where or when they have been acquired.
- Assessment processes should be made accessible to individuals so that they can proceed readily from one competency standard to another.
- Assessment practices must be equitable to all groups or individuals.
- Assessment procedures and the criteria for judging performance must be made clear to all individuals seeking assessment
- The assessment approach should be participatory – the process of assessment should be jointly developed / agreed between the assessor and the candidate
- The assessment evaluation will include the verification of the currency, relevance and authenticity of the documents submitted. A referee check will be conducted where required to confirm the authenticity of evidence and conferring institutions be contacted to validate the document/s presented.
- Opportunities must be provided to allow individuals to challenge assessments and provision must be made for reassessment in accordance with the Complaints and Appeals Policy, Code of Staff Handbook and Client Handbook

AQF Qualification Recognition

As required by the SRT0 2015 Emerald College as an RTO must accept and mutually recognise the decisions and outcomes of any RTO or body in partnership with an RTO, thereby ensuring mutual acceptance throughout Australia of the qualifications and Statements of Attainment awarded by RTO's.

Emerald College Assessors must accept and recognise Statements of Attainment and AQF qualifications gained from other RTO's where Nationally Recognised Training, Australian Qualifications Framework or State logos are justifiably used and competency is determined to be current and relevant. Assessment or re-assessment in such cases infringes an applicant's recognition rights and is non-compliant with the Standards for RTOs 2015.

In the event a client / stakeholder wishes to undertake training in a recognised training program for refresher purposes, then they will be advised that the assessment at the learning level will not be necessary, however, may be offered as an option.

Where the recognised AQF qualification forms part of another AQF qualification, the client / stakeholder will be enrolled in the additional units only.

Clients / Stakeholders with part AQF qualifications will be required to provide documented evidence of their qualifications.

An applicant, who has undertaken a course that is not competency based, can gain credit transfer into a competency-based course if the mapping of qualifications can be justified.

Granting of Recognition and Credit

Where RPL or course credit that reduces the overseas student's course length, Emerald College will inform the student of the reduced course duration following granting of RPL and ensure the confirmation of enrolment (CoE) is issued only for the reduced duration of the course (2.5, 2.5.1)

When granting RPL or course credit to an overseas student, Emerald College must give a letter of notification of the decision to the overseas student to accept and retain. The written record of acceptance must be retained by Emerald College for two years after the overseas student ceases to be an accepted student. (2.4)

Where Credit Transfer or RPL is granted before the issue of a VISA, the course duration will be indicated on the Confirmation of Enrolment (CoE),

Where Credit Transfer or RPL is granted after the issue of a VISA, the amended course duration will be reported via PRISMS within 14 working days and a new COE will be issued. (2.5.2)

Recognition Fees

The fees for RPL are as follows:

- Recognition for qualifications up to and including Certificate III will incur a cost as per unit cost chart
- Recognition for Certificate IV will incur a cost per unit cost chart
- Recognition for Diploma and Higher will incur a cost per unit cost chart

-
- There is no associated cost for AQF Qualification Recognition unless a mapping document has to be developed in this case a fee would apply per unit cost chart.
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Certificates or Statements of Attainment will not be issued until all fees are paid and the student has a current USI number.

RELATED LEGISLATION AND REGULATIONS

- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as 'the National Code 2018' Standard 2
- Standards Registered Training Organisations (RTOs) 2015 – Standards 3.5, 4.1 and 5.1
- Education Services for Overseas Students Act 2000
- Education Services for Overseas Students Regulations 2001

RELATED POLICIES, PROCEDURES AND DOCUMENTS

- RPL Application Form
- Credit Transfer Application Form
- Letter of Offer and Acceptance of Offer

Progress, Completion and Attendance

Purpose

This policy provides a documented process for monitoring students' academic progress and completions, with a view to ensure completion within the expected CoE duration and the consequent procedures for reporting to the relevant Immigration and Education departments of international students' unsatisfactory performance.

This policy has been developed to satisfy the requirements of The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as 'the National Code 2018' Standard 8 - Overseas student visa requirements

Scope

This policy applies to all overseas students current and prospective students as well as those continuing study

This policy is relevant to Emerald College as a registered training organisation required by the regulators and The Australian Department of Home Affairs to report upon students' academic progress, rather than attendance. Within this policy are policy items (Section 3.5 Attendance

Monitoring) for attendance monitoring requirements should Emerald College be required by ASQA to use attendance based monitoring now or in the future. (8.10)

The attendance of each client enrolled with the RTO will be monitored closely to ensure there is full-time study activity, as attendance is necessary for satisfactory course progress. However, the progress, completion and Attendance policy does not require the RTO to report unsatisfactory attendance under the conditions of the overseas student visa. However, as part of our academic support and monitoring, our internal policy is that students must attend classes and we record attendance at every class.

DEFINITIONS

Academic performance	Assessment of competency as a student progresses through the qualification
CoE	Confirmation of Enrolment
Course	Refers to the specific course a student is enrolled
Intervention Strategy	Systematic plan of action consciously adapted in an attempt to address and reduce the causes of academic failure to complete studies within the course duration
Learning Contract	Intervention strategy
Satisfactory course progress	Attending scheduled classes and successfully completing all assessments and obtaining a Competency (C) in all the units in the prescribed study period.
SSO	Student Support Officer(s)
Unit	Unit of Competency
Unsatisfactory course progress	Where the student is deemed Not Competent (NC) in 50% or more of the units attempted in any study period
VET	Vocational Education and Training
SMS	Student Management System
Study Period	A study period is the regular scheduled term of study between study breaks, often of ten weeks duration

Policy Statement

The monitoring of and awareness of student progress plays an essential role in ensuring that international students experiencing academic difficulties and who are at risk of failing can be identified in sufficient time and provided with appropriate academic support and counselling and access to appropriate student services.

All overseas students are clearly informed about the requirements to achieve satisfactory course progress and, where applicable, attendance in each study period, prior to their commencement in any course. (8.5)

Attendance Forms

Trainers will continue to use attendance forms in every training session scheduled to be run by THE RTO trainers. These attendance forms are used to determine last point of contact with students and assist in students who don't achieve competency on assessments regarding intervention strategy meetings. (8.1)

Attendance forms are updated by Admissions Student Support Officer and printed out each Friday by the rostered Student Support Officer. Please reference Attendance Monitoring Flowchart for process.

Course Completion Within the Expected Duration of Study

The Trainer is required to manage student's course progress and workload to ensure they complete within the specified timeframe as outlined in the Confirmation of Enrolment (COE) and in accordance with the CRICOS registered course curriculum. (8.2)

Monitoring and Tracking Course Progress and Completion

Campus Manager maintains and tracks academic progress via the Record of Attainment, which in turn allows SSO's to update the Student Management System. (8.1, 8.9, 8.9.1)

Each course is setup within the Student Management System, with the required units, qualification rules, timeframes, delivery methods and sessions for delivery.

Students are then enrolled into the course and a Class Schedule is printed and provided to the student this includes all term breaks and each term is a study period. (8.9, 8.9.1-3)

The Class Schedule is in addition to the Training Plan provided prior to Confirmation of Enrolment.

The Class Schedule will be provided to the student on their orientation day, there are college timetables and class schedules available on notice boards.

The class schedules for each study period are then monitored to ensure that students are meeting the minimum 50% competency requirement and is achieving satisfactory academic progress.

- a) Four (4) weeks prior to end of each study period a SSO will complete an End of Study Period Report. This report will enable THE RTO staff to send out letters via the SMS to students at risk and advise them hand in any outstanding assessments for processing. Assessors will update the Record of Attainment and SSO's in turn update the SMS.
- b) This process enables Emerald College to identify any students at risk of not completing within the expected duration on their CoE, and promptly reminds them to hand in assessments, helping to minimise any adverse effects to the student. (8.3, 8.4)
- c) At the immediate end of each study period, this process is repeated and students who are failing to achieve better than 50% completion rate are sent a warning letter. The warning letter notifies the student about options for connecting with a SSO to plan an effective intervention strategy for the student to progress to a positive academic progress that enables the student to complete their studies as per the duration stated on their CoE. (8.3, 8.4, 8.9, 8.9.1-5)
- d) Every student that receives a warning letter will be recorded on a register to ensure all students have an effective follow up plan. This register also enables THE RTO staff to manage the response from students in an appropriate and unbiased procedure.

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- e) Students who fail to achieve satisfactory academic progress in two consecutive study periods and fail to engage in an intervention strategy will be issued with an intention to report letter as soon as practicable, notifying them of:
- our intention to report the overseas student to Australian Department of Home Affairs for unsatisfactory course progress (8.13.1-2)
 - their right to access our complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days. (8.13.3)
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Reporting for Unsatisfactory Academic Progress

Emerald College will only report unsatisfactory course progress in PRISMS and advise Error! Unknown document property name. in accordance with section 19(2) of the ESOS Act if: (8.14)

- All internal and external complaints/appeals processes have been completed and the decision or recommendation supports Emerald College as the registered provider, or (8.14.1)
- the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period, or (8.14.2)
- the overseas student has chosen not to access the external complaints and appeals process, or (8.14.3)
- the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing. (8.14.4)

Only when the above criteria are met the student's case may be referred to the Admissions Manager for cancelation of CoE and the subsequent updating to Australian Department of Home Affairs as soon as practicable. (8.13, 8.3-4, 8.9, 8.9.1-5)

In instances of misconduct and allegations of misconduct these are addressed in the Student Misconduct Policy. (8.9.1)

Attendance Monitoring

Policy items and processes for attendance monitoring requirements should Emerald College be required by ASQA to use attendance based monitoring **now or** in the future (8.10)

(Please note this is relevant only if ASQA have the monitoring of minimum attendance requirements set as a condition of RTO registration. Where this is not the case at the present time, disregard this section 0 **Attendance Monitoring**.)

Whereby directed by ASQA as the ESOS Agency, it is a student visa requirement for overseas students to attend campus for a minimum of 80% of the scheduled course contact hours.

If an required by ASQA to monitor overseas student attendance, monitoring and recording attendance of the overseas student, will be conducted. (8.12)

Each students' attendance is recorded and calculated over the period of a term/study period using information from class attendance sheets which are input to the student management system (SMS). (8.12.1)

Using this information in the SMS the weekly attendance records are reviewed and a report is generated to identify Students at risk of not satisfying attendance requirements. (8.12.2)
The student identified as being at risk are notified by email and their current attendance percentage is given in the form of an Attendance Reminder Notice. This notification is recorded in the SMS against the contacted students' contact log.

Students with will falling attendance percentages will be notified by email a minimum of two times before their attendance level reaches the 80% minimum. In each contact the Attendance Reminder Notice issued will include:

- a request that the student contact student support staff for assistance in getting back on track with the options for intervention processes and any other assistance that may be viable
- a statement explaining that Emerald College is obligated to monitor attendance and notify the **Error! Unknown document property name.** of students with attendance below 80%, which may ultimately result in the cancellation of the student's visa.

Should the student be absent for four consecutive days absent without prior approval, they will be contacted by email and may also be phoned to initiate an intervention process and book an intervention interview. (8.12.3)

Should the attendance rate of a student fall to 80% a Final Attendance Warning Letter is sent to the student requesting an immediate intervention interview with student support staff and further warning the student of the imminent risk of reaching attendance percentages under the 80% minimum rate. (8.12.3-4)

At five consecutive days absent without our prior approval, or having reached attendance levels below 80% the student is sent a Notification to Report letter outlining our intention to report the student to Australian department of Home Affairs, the reasons and their right to access the appeals and complaints process within 20 days. (8.13, 8.13.1)

The Australian department of Home Affairs will be notified only after the student has received an Intention to Report Letter and has been afforded the opportunity to internally appeal within 20 days. (8.12.4)

If the student uses the 20 day period after receiving an Intention to Report Letter to appeal and is successful, The Australian department of Home Affairs will not be notified at this time, however the attendance breach, all correspondence and appeal process will be recorded and retained. Future appeal processes for unsatisfactory attendance will review this information to make decisions on whether or not to report the student to Error! Unknown document property name.. (8.12.4)

We may decide not to report the overseas student for breaching the attendance requirements if the overseas student is still attending at least 70 per cent of the scheduled course contact hours and is maintaining satisfactory course progress. (8.15, 8.151-2)

Reporting for Unsatisfactory Attendance

Emerald College will only report unsatisfactory attendance in PRISMS and advise The Australian department of Home Affairs in accordance with section 19(2) of the ESOS Act if: (8.14)

All internal and external complaints/appeals processes have been completed and the decision or recommendation supports Emerald College as the registered provider, or (8.14.1)
the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period, or (8.14.2)
the overseas student has chosen not to access the external complaints and appeals process, or (8.14.3)
the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing. (8.14.4)

Only when the above criteria are met the student's case may be referred to the Admissions Manager for cancellation of CoE and the subsequent updating to The Australian department of Home Affairs as soon as practicable. (8.13, 8.3-4, 8.9, 8.9.1-5)

Extension to Course Duration

Emerald College will only extend the duration of the student's study where the student is assessed as not being able to complete the course within the expected duration, as specified on the students COE, as the result of: (8.16)

Compassionate or compelling circumstances as assessed on the basis of demonstrable evidence, or; (8.16.1)

Implementing or being in the process of implementing, an Intervention Strategy for students who are at risk of not meeting satisfactory course progress, or; (8.16.2)

Approved deferment or suspension of study has been granted in accordance with Standard 9 (see Deferral Suspension Cancellation Policy) (8.16.3)

All Intervention Strategies or Extensions will be assessed individually, taking into account the circumstances of the student.

Except in the circumstances listed above, the expected duration of study specified in the students COE must not exceed the CRICOS registered course duration.

If an extension to the duration of the student's enrolment is granted, Emerald College will advise the student in writing of this decision and of the need for the student to contact Immigration immediately for advice on any potential impacts on their visa, including the need to obtain a new visa. (8.17)

Publishing and Dissemination Of Course Progress Monitoring

Course Progress Monitoring information will be published in all student information so that students and/or future students will be notified of:

- The requirements for achieving satisfactory course progress

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- The process for assessing satisfactory course progress
 - The Intervention strategies that will be implemented for students at risk of failing to achieve Satisfactory course progress
 - The process for determining the point at which the student has failed to meet Satisfactory Course Progress
 - Procedure for notifying students that they have failed to meet satisfactory course progress requirements
 -

Emerald College will also make this policy and intervention strategy readily available to staff and will instruct trainers and student service staff appropriately.

RESPONSIBILITIES

Trainers and SSO will be responsible for:

- reminding students of their visa attendance obligations;
- Reminding students of their requirement to maintain satisfactory academic progress
- informing students of the availability of counselling and support services should
- they be experiencing study and/or personal problems; and to
- informing students that further action will be taken should they make unsatisfactory academic progress

The SSO are responsible for monitoring the progress of the students and filling in the appropriate End of Term Academic Progress Form. As soon as SSO become aware of any student who fails to meet the intervention strategy the SSO must inform Training Manager.

SSO or the Training manager shall be responsible for correspondence to or meetings with students at risk, at the behest of the Training Manager.

The Training Manager is responsible for final decisions about students at risk and those who have been deemed to have made unsatisfactory academic progress.

RELATED LEGISLATION AND REGULATIONS

- Education Services for Overseas Students (ESOS) Act 2000
- *The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as 'the National Code 2018' Standard 8
- Standards for Registered Training Organisations (RTOs) 2015

RELATED DOCUMENTS

- Progress Completion and Attendance Procedure
- Student Intervention Policy and Procedure
- Academic Progress Notification Letter
- Unsatisfactory Academic Progress 1st Warning Letter
- Unsatisfactory Academic Progress 2nd Warning Letter

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Ver: 2.1. April 2020

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- Student Intervention Strategy Form
 - Intention to report letter
 - Complaints and Appeals Form

Transfer of Provider Policy

Purpose

The purpose of this policy is to ensure that overseas students wishing to transfer between registered training providers do so in accordance with The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as 'the National Code 2018' Standard 7

This policy and the related procedure provide a documented process for assessing requests for the Transfer of Provider. By following this policy and procedure, Emerald College safeguards against knowingly enrolling an overseas student prior to them first completing at least six months of their principal course, with the exception of those meeting specified criteria and in certain circumstances as detailed herein

Scope

This policy outlines the circumstances in which Emerald College will assess Transfer of Provider requests in accordance with the National Code. Emerald College will assess each request on an individual student basis, taking into account all supporting documentation of the request.

Definitions

Incoming Transfer: refers to a student transferring from another institution to this one

Outgoing Transfer: a student leaving this institution to go to another

Policy Statement

Incoming Student Transfer

If the student has completed more than six months of their principal course of study, the application process proceeds as for all overseas students.

Where a student has NOT completed six months of their principal course of study, they are informed that they need to provide a letter of release to support of their application.

To support the application they can be provided with a Conditional Letter of Offer which clearly states that an offer of a place is subject to the condition that they acquire a letter of release.

If no satisfactory letter of release is obtained from, the application process is discontinued and the student informed that they are unable to transfer at this time. The student is to be informed that they may reactivate their application when the 6 month period has passed.

The Student Transfer Application Register is to be updated with details of the student, transfer application and outcome.

In event that the student cannot continue with their course of study due to the original course or institution ceasing to be registered, or because of sanctions placed on the original institution by the regulators, no letter of release is required. Evidence of this occurrence would need to be placed in the student file. (7.1.1)

Emerald College, as the receiving registered provider must not knowingly enrol any student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study except where:

- a) the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS, (7.1.3)
- b) the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered, (7.1.1)
- c) the original registered provider has provided a written letter of release,
- d) the original registered provider has had a sanction imposed on its registration by the ASQA as the ESOS Agent, that prevents the student from continuing studies, or (7.1.2)
- e) any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change. (7.1.4)

Outgoing Student Transfer

Students wishing to transfer to another provider must first complete a Transfer of Provider Request Form, along with any supporting documentation.

All requests will be assessed individually, taking into account the circumstances of the student and if the transfer will be in the best interest of the student.

All requests will be processed within 10 working days from the date of submission, with a Letter of Release or Letter of Refusal being provided.

Notwithstanding the outcome, the student has 20 days to access Emerald College's Complaint and Appeals process.

All documentation (requests, considerations, decisions and copies of letters of release) should be placed on student's file.

The details of the application to transfer, including the outcome of the application, shall be entered into the Student Transfer Application Register

The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by the refund policy independent of this policy.

Circumstances in which a Transfer of Provider Request will be granted

Emerald College will consider a Transfer of Provider Request and grant a Letter of Release under the following circumstances:

Compassionate or compelling circumstances, (7.2.2.2)

- The provider and the course does not meet the student's academic capabilities and requirements
- Emerald College has ceased to be registered or the course in which the student is enrolled has been cancelled or ceased to be registered, or the course is not delivered

as outlined in the written agreement by fault of Emerald College as the provider (7.2.2.3)

- there is evidence that the overseas student's reasonable expectations about their current course are not being met (7.2.2.4)
- there is evidence that the overseas student was misled by the registered provider or an education or migration agent regarding the registered provider or its course and the course is therefore unsuitable to their needs and/or study objectives (7.2.2.5)
- an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student (7.2.2.6)
- Emerald College has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course, or
- Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change (7.1.4)
- Exceptional circumstances (documentation required to support circumstances and a letter of offer from another provider is required.) (7.2.2.2)
- Special circumstances in which the Emerald College may consent to the transfer request because transfer is in a student's best interests, including but not limited to our having assessed that: (7.2.2)
- even after engaging with our intervention strategy to assist the overseas student in accordance with Standard 8 (refer to Overseas Student Intervention Strategy Policy) the student will be reported because they are not able to achieve satisfactory course progress at the level they are studying (7.2.2.1)
- a reasonable timeframe for assessing and replying to the overseas student's transfer request having regard to the restriction period (7.2.4)

In addition to the above, the National Code states, that Emerald College must grant a Letter of Release only where the student has: (7.2.2)

provided a letter from another registered provider confirming that a valid enrolment offer has been made, and (7.2.1)

where the student is under 18; (7.3.1)

The registered provider has written confirmation that the student's parent or legal guardian supports the transfer, and (7.3.1)

Where the student is not being cared for in Australia by a parent or suitable nominated relative, the valid enrolment offer also confirms that the registered provider will accept that responsibility for approving the student's accommodation, support and general welfare arrangements as per Standard 5 (Younger students). (7.3.2)

If a Letter of Release is granted, then this will be issued at NO cost to the student. (7.4)

Students should also be informed that they are to contact Error! Unknown document property name. to seek advice on whether a new Student VISA is required. (7.5)

Circumstances in which a Transfer of Provider Request will NOT be granted

Emerald College will not grant a Letter of Release under the following circumstances: (7.2.3)

- a) The request is within six months of commencement of the principal program with Emerald College
- b) The student does not have a valid Letter of Offer from the receiving provider,
- c) The student has Financial difficulties or Outstanding Payments for Emerald College services
- d) The student is under 18 and there is no written authority from the Parent or Legal Guardian (7.3.1)
- e) Where Emerald College does not agree that the transfer is in the students best interest or academic capabilities
- f) The new course provider is not a CRICOS provider

In the instance of a refusal of transfer Emerald College will issue a Letter of Refusal to Transfer to the student, stating the reason or reasons for refusal and inform the student of their right to appeal this decision. Emerald College Will provide the student with access to the appeals and complaints process in accordance with Standard 10 (see Complaints and Appeals Policy and Procedures), within 20 working days. (7.5.2)

Finalising Outgoing Student Transfer Requests

The registered provider must not finalise the student's refusal status in PRISMS until the appeal finds in favour of the registered provider, or the overseas student has chosen not to access the complaints and appeals processes within the 20 working day period, or the overseas student withdraws from the process. (7.6)

The registered provider must maintain records of all requests from overseas students for a release and the assessment of, and decision regarding, the request for two years after the overseas student ceases to be an accepted student. (7.7)

Responsibilities

- 1.1 It is the responsibility of Student Services to receive and process requests for transfer. Requests for transfer may only be granted with the approval of CEO.
- 1.2 It is the responsibility of the Marketing or Admissions Officer to advise students wishing to transfer to/from other registered providers, on the requirements of obtaining a letter of release. Where necessary The Campus Manager will assess outgoing transfer applications checking the following: ^(7.2)
 - Ensure any outstanding fees are paid
 - Ensure the student is fully aware of all issues relating the transferring of providers.
 - Check student records to ensure the student is not trying to avoid being reported to the appropriate government agency(s) due to lack of course progress or poor attendance records
- 1.3 The Campus Manager shall issue a Letter of Refusal to Transfer to the student where transfer request being has been denied, stating the reason or reasons for refusal. ^(7.5, 7.5.1)
- 1.4 In the instance of a refusal of transfer Emerald College will also inform the student of their right to appeal this decision and provide the student with access to our appeals and complaints process. ^(7.5.2)
- 1.5 When the transfer request is granted, Emerald College will notify the Admissions Officer to generate a Letter of Release to be granted at no charge to the student.
- 1.6 The admissions officer will send out a Letter of Release to the student, also the student will be advised of the need to contact The Australian Department of Home Affairs and obtain a new visa if the course they transfer to is not a Higher Education or VET course.
- 1.7 The Campus Manager must then enter the student's termination of studies via PRISMS to inform the appropriate government bodies.
- 1.8 It is the responsibility of the Campus manager to ensure this policy and the corresponding procedure are available to all staff. ^(7.2)

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- 1.9 It is the responsibility of the Campus Manager to ensure this policy and the corresponding procedure are available to all overseas students and prospective students. (7.2)

Related Legislation And Regulations

- * The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as ‘the National Code 2018’ Standard 7
 - Standards for Registered Training Organisations (RTOs) 2015
 - Education Services for Overseas Students Regulations 2001
 - Education Services for Overseas Students Act 2000
-
- Transfer of Provider Request Form
 - Conditional Letter of Offer
 - Letter of Offer and Acceptance
 - Letter of Refusal to Transfer
 - Letter of Release

Complaints and Appeals Policy

PURPOSE

The purpose of this policy and procedure is to provide information and outline the determination for proceeding with an appeal or complaint. Through this policy and the corresponding procedure, we commit to ensuring that overseas students have the right to natural justice by virtue of access to effective, timely, equitable and documented complaints handling and appeals processes. (10.1)

SCOPE

This policy applies to all current and prospective overseas students of Emerald College.

DEFINITIONS

Appeal	When a student is dissatisfied with a decision made by an RTO, that student has the right to contest it by means of an appeal. The appeal is a process whereby the decision is reviewed and re-evaluated with any evidence or argument that the student
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	wishes to include for consideration. The appeal may have one of two outcomes: - Appeal upheld meaning the decision is overturned. - Appeal rejected or not upheld , meaning the original decision stands
Assessment	the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or VET accredited course.
Grievance	a concern about academic matters, perceived discrimination, situation, a process, person or people, facility or a support service provided by Emerald College. Grievances are less formal/official than complaints, whereby a student brings a matter to the attention of Emerald College in an informal way i.e. it is spoken about, not written down
Complaint	a formal complaint takes place if a grievance cannot be resolved informally (for example, the affected parties discussing the matter), and is written down for official processing
Complainant	student or potential student lodging the grievance or complaint
Internal complaint or appeal	means a complaint or appeal made by an employee or staff member of Emerald College
SSO -	an acronym for Student Support Officer(s), members of staff providing support for the needs and wellbeing of all overseas students
Third party.	any party (person or group/organisation) providing services on behalf of the RTO but not including a contract of employment between an RTO and its employee

POLICY STATEMENT

As part of our commitment to providing a fair and equitable student experience, the following complaints handling and appeals system has been developed and is freely and readily accessible and clearly explained to all students and prospective students on our official website, the student handbook and at student orientation.

Emerald College acknowledges that students have the right to raise grievances and make complaint where they see fit.

Emerald College also acknowledges that students have the right to appeal an assessment decision, based on valid grounds for appeal.

Emerald College has provision for students to appeal against assessment decisions, including those made by staff members or by a third party partner and will respond to any complaint or appeal made against any of these parties. (10.2.2)

Emerald College ensures that students have access to a fair and equitable process for lodging an appeal against an assessment decision. (10.2.5)

In doing so, Emerald College:

- has written processes in place for collecting and dealing with appeals in a constructive and timely manner (see Complaints and Appeals Procedure); (10.2.1)
- ensures that these procedures are communicated to all staff, third party partners and students;
- ensures that each appeal and its outcome are recorded in writing;
- ensures that each appeal is heard by an independent person or panel;
- ensures that each complainant has the opportunity to formally present their case free of cost; (10.2.4)
- ensures that each complainant is given a written statement of the appeal outcomes, including reasons for the decision; (10.2.6)
- retains written record and statement of the outcome of the appeal or complaint; (10.2.7)
- takes appropriate action upon the subject of any appeal that is found to be substantiated; and
- utilizes outcomes of appeals to review current practices which may potentially lead to continuous improvement.

All appeals must be lodged within 7 calendar days of the date of the assessment result notification to the student.

If the appeals process fails to resolve the appeal or the complainant is not satisfied with the outcome of the appeal, the matter will be referred to an independent third party for review, at the request of the complainant. All costs incurred for the third party review will be advised to the complainant.

All appeals are acknowledged in writing and finalised as soon as practicable.

Emerald College may charge a fee for the appeals process where an external assessor is engaged. Should this be the case, all costs incurred will be advised to the complainant.

Emerald College strives to deal with appeal issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint process.

All appeals will be handled 'In-Confidence' and will not affect or bias the progress of the participant in any current or future training.

Resolving Grievances

Students or potential students are encouraged, wherever possible, to resolve grievances directly with the person(s) concerned. For example: if the issue concerns an academic matter,

the complainant should talk directly with their trainer. Similarly, any issues relating to fees should be discussed first with accounts.

If the student has attempted to resolve the issue directly, but is not satisfied with the outcome or does not wish to approach the person(s) concerned directly, he/she may discuss the issue with a Student Support Officer first or directly with the CEO. The student may be accompanied by a support person during this process. (10.2.1, 10.2.4)

The CEO will consider the issue and may either suggest a course of action to resolve the issue, or attempt to mediate between the student and the staff member(s) concerned.

If the matter is not resolved informally the grievance may be put to a complaint, whereby the student can complete a Complaint Form.

COMPLAINTS

To commence the formal process, the complainant must complete a Complaint Form (available from Student Services). The following information needs to be provided in writing:

- a) outline the details of the complaint;
- b) supporting information that the complainant wishes to have considered;
- c) an explanation of the steps already taken to try to resolve the complaint informally;
- d) why the responses received are not considered satisfactory if applicable and
- e) what the complainant thinks needs to be done to address his/her concerns

- The Complaint Form will be lodged within 7 calendar days. The CEO will commence the process of considering the complaint, and will acknowledge receipt of the complaint in writing to the complainant.
- The CEO will ensure all steps are taken to resolve the complaint as soon as is practical, with the assessment of all complaints and appeals commencing within 10 working days of lodgement. (10.2.3)
- Complaints or appeals wherever possible are to be resolved within 15 working days of the initial application.

Complaint Outcomes - Unsuccessful

If the complainant is not satisfied with the outcome of their complaint they have the option to seek outside assistance to pursue the appeal. If the overseas student is not successful in our internal complaints handling and appeals process, they must be advised within 10 working days about their rights as an overseas student to access an external complaints handling and appeals process at minimal or no cost. They may wish to contact the International Overseas Student Ombudsman as an independent reference. Contact details: (10.3)

Mail: Commonwealth Ombudsman, GPO Box 442, Canberra ACT 2601

Myoz College Pty Ltd T/A Emerald College
RTO: 45135, CRICOS 03795B ABN: 62 615 106 306
96 Mount Gravatt Capalaba Road, Upper Mount Gravatt, QLD 4122, Australia
Ph +61411240159, Email: admin@emeraldcollege.edu.au, Web: www.emeraldcollege.edu.au
Ver: 2.1. April 2020

Phone: 1300 362 072

Online: <https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=oco-complaint-form>

If the student remains unhappy with the Internal and External outcome, they may refer the matter to the National Training Complaints Hotline on 13 38 73

Complaint Outcomes - Successful

Should the decision of the internal complaints handling or appeal process or any external process be in favour of the overseas student, that decision shall be implemented immediately. Any resulting recommendation and/or preventive or corrective action required by the decision shall also be taken as soon as practicable. All decisions and changes/actions will be recorded and the student will be notified in writing of the action taken. ^(10.4)

APPEALS

Valid grounds for an appeal against an assessment decision (where the Student feels the assessment decision is incorrect) could include the following:

- The judgement as to whether competency has been achieved and demonstrated was made incorrectly;
- The judgement was not made in accordance with the Assessment Plan;
- Alleged bias of the assessor;
- Alleged lack of competence of the assessor;
- Alleged wrong information from the assessor regarding the assessment process;
- Alleged inappropriate assessment process for the particular competency;
- Faulty or inappropriate equipment; and/or
- Inappropriate conditions.
-

Appeal Outcomes

An investigation into an Appeal may result in one of the following outcomes:

- a) Appeal is upheld; in this event the following options will be available:
 - i. The original assessment will be re-assessed, potentially by another assessor as soon as can be arranged
 - ii. Appropriate recognition will be granted forthwith
 - iii. A new assessment shall be conducted/arranged without delay ^(10.4)
- b) Appeal is rejected/ not upheld; in accordance with Emerald College assessment policy the Student will be required to:
 - i. undertake further training or experience prior to further assessment; or
 - ii. re-submit further evidence; or
 - iii. submit/undertake a new assessment

Actioning Outcomes

Myoz College Pty Ltd T/A Emerald College
RTO: 45135, CRICOS 03795B ABN: 62 615 106 306
96 Mount Gravatt Capalaba Road, Upper Mount Gravatt, QLD 4122, Australia
Ph +61411240159, Email: admin@emeraldcollege.edu.au, Web: www.emeraldcollege.edu.au
Ver: 2.1. April 2020

Where the complaint or appeal is upheld, Emerald College will implement the required corrective action within 28 days and advise the student in writing of the outcome.

- a) If you are Under 18 years of age a copy of your Complaint Form will be sent to your Parent or Legal Guardian.
- b) A copy of all outcomes and correspondence raised during the process will also be forwarded to your Parent or Legal Guardian.

Internal appeals or complaints

- All internal complaints / appeals should be committed to in writing at the earliest possible opportunity utilizing the Complaint Form.
- A submitted Complaint Form will constitute a formal complaint/appeal from the student.
- The CEO of Emerald College will be informed through receipt of all student complaints/appeals.
- The CEO of Emerald College may delegate responsibility for the resolution of the complaint/appeal as required.
- In the case of a complaint/appeal, the CEO of Emerald College will initiate a transparent, participative process to deal with the issues at hand.
- Assessment appeals will be processed in accordance with the Assessment Appeals Procedure - Annex A.
- Complaints or appeals where ever possible are to be resolved within 10 working days of the initial application.
- Length of time may vary depending on the complexity of the case
- If you are Under 18 a copy of your Complaint Form will be sent to your Parent or Legal Guardian
- A copy of all outcomes and correspondence raised during the process will also be forwarded to your Parent or Legal Guardian
- In all cases the final conclusion will be endorsement by the CEO of Emerald College.
- The student will be advised in writing of the outcome of their complaint/appeal.
- If the outcome is not to the satisfactory of the Student, he/she may seek an appointment with the CEO of Emerald College.
- The CEO of Emerald College decision will be final. The Student has the option to seek the judgement of the CEO/PEO if they are not satisfied with the decision of the CEO.
- If they are still not satisfied with the decision they may seek outside assistance to pursue the complaint, grievance or appeal, the student will be advised of this within 10 days of the decision.
- All grievances, complaints and appeals will be handled as Staff-In-Confidence.
- All complaints/appeals will be discussed at Management Review meetings for continuous improvement of the processes.

Access and Equity

The Emerald College Access & Equity Policy applies. (See Access and Equity Policy)

Records Management

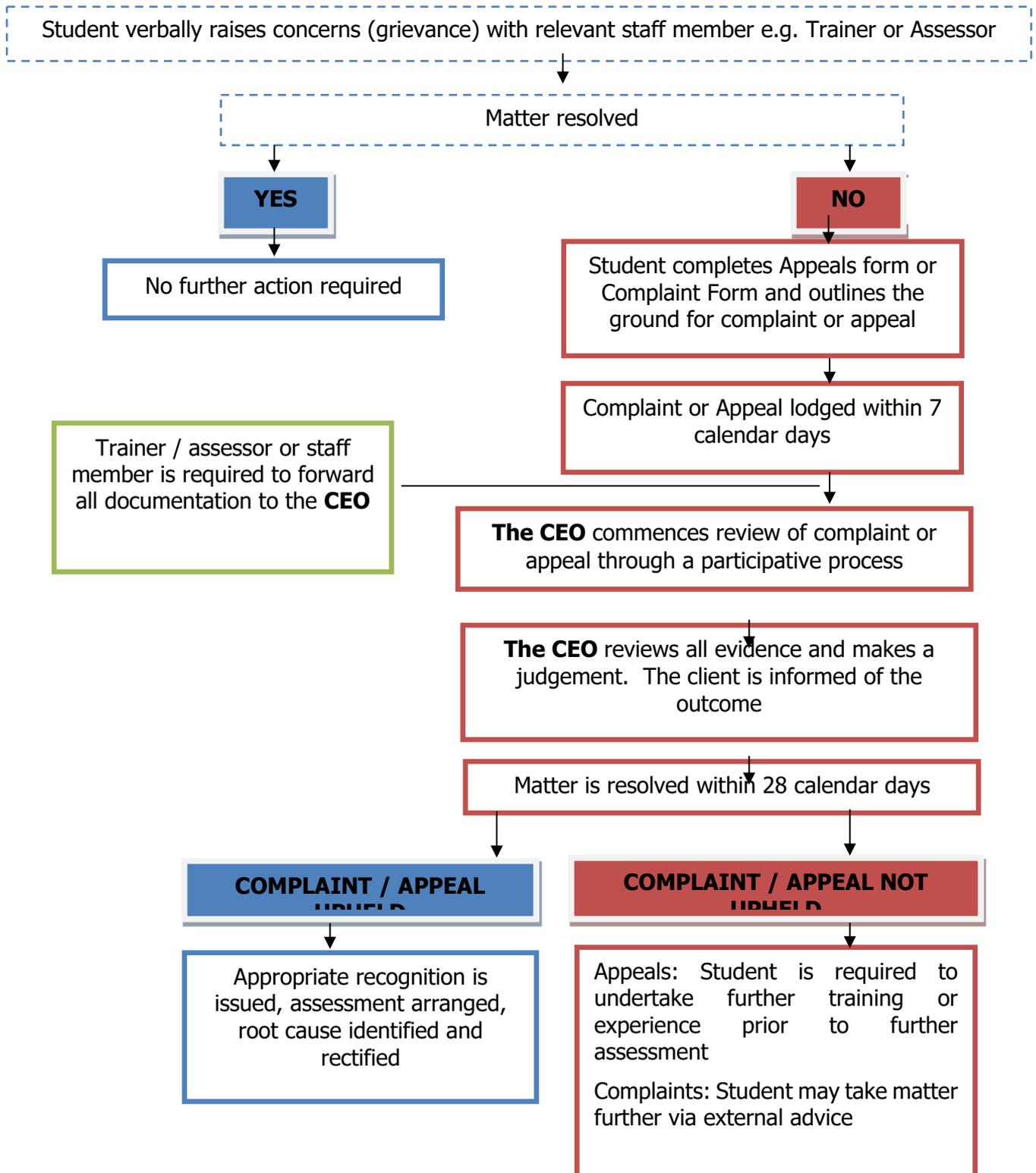
Records of all appeals and their outcomes are maintained securely.

Records of appeals will include:

- How the appeal was dealt with;
- The outcome of the appeal;
- The timeframes for resolution of the appeal;
- The potential causes of the appeal; and
- The steps taken to resolve the appeal.

All documentation from Refund processes are maintained in accordance with Records Management Policy. (See Records Management Policy)

Appeals and Complaints Process Flowchart



RESPONSIBILITIES

The CEO of emerald College is the Appeals Resolution Officer The CEO may delegate responsibility for the resolution of the appeal if necessary.

Details concerning the scope of the Appeals Policy are to be clearly displayed throughout the organisation and contained within the Staff Induction Process, Student Handbook and Emerald College website.

All appeals practices are monitored by The CEO of Emerald College and will be discussed at Management Review Meetings with areas for improvement identified and acted upon. (See Continuous Improvement Policy)

RELATED LEGISLATION AND REGULATIONS

- * The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as 'the National Code 2018' Standard 10
- Standards for Registered Training Organisations (RTOs) 2015
- Education Services for Overseas Students Regulations 2001
- Education Services for Overseas Students Act 2000

RELATED POLICIES AND PROCEDURES

- Complaints and Appeals form

Critical Incident Policy.

Purpose

This procedure ensures that any critical incident that occurs is documented, reported and action taken by Emerald College where required.

This policy is designed to ensure that Emerald College:

- a) Meets its Duty of Care as an ESOS based Education Provider
- b) Is able to respond to a Critical Incident effectively and promptly
- c) Provides appropriate support services to those affected
- d) Applicable information is provided to staff and students

Scope

This policy applies to all students and staff in compliance with the ESOS Framework. The critical incidents covered in this procedure include, but are not limited to, those incidents which occur at our premises and/or training and assessing locations either during or after hours.

A Critical Incident is any traumatic event, or threat of such (within or outside Australia) which has the potential to harm life or well-being, and causes extreme stress, fear or injury to the person experiencing or witnessing the event.

Critical incidents may include, but are not limited to:

- Serious injury, illness, or death of a student or staff
- A missing student
- Serious illness, such as any illness which causes the deterioration of the student /staff member's health over time
- Serious Injury which prevents or severely affects the student's ability to complete the course
- Physical or Sexual assault
- Occupation Health & Safety Risk
- Student or Staff witnessing a serious accident or violent act
- Natural disaster
- Fire, bomb-threat, explosion, gas or chemical hazard
- Drug or Alcohol abuse
- Damaging Media attention
- Traumatic events that affect students; such as
 - Sexual Assault
 - Mental Health Crisis
 - Drug / Alcohol Overdose
- In the case of younger overseas students, under the age of 18 years, any event causing the disruption of Accommodation and Welfare arrangements constitutes a critical incident
- If an overseas student under the age of 18 years cannot be contacted and their whereabouts and wellbeing are not about to be confirmed, this too constitutes a critical incident

-
- In the event of a report or accusation of harm (abuse, neglect or other) against a caregiver or other by an overseas student under the age of 18 years, a critical incident will be registered

Policy Statement

This policy should not be confused with the standard incident reporting policy and procedures that pertain to staff and students contained within the college or whilst on Work Based Placement.

Should an incident be deemed to meet the above criteria, that incident report can be upgraded to a Critical Incident and be subject to the following information within this policy.

The Emerald College Critical Incident Response Procedures will address the actual management of a Critical Incident and include the following items:

- The time of the incident
- The type of incident
- Immediately after the incident
- Following the incident
- Post the incident
- Review the Critical Incident management

This policy shall be disseminated to all Staff and Student's to ensure that they are aware of these requirements in the event of a Critical Incident and shall form part of the orientation process.

Overseas students will be provided with information about assistance available and how to seek assistance or, and report any incidents. Assistance will also be available for reporting and seeking assistance through Student Support Services and staff. (6.9.2)

Critical Incident Response (6.8)

If a member of Emerald College's staff believes that a critical incident has occurred, that staff member is required to contact emergency services (if required) and contact the CEO / PEO immediately.

The staff member shall contact emergency services (if appropriate) immediately

Wherever emergency services are required to be contacted' all personnel are to be cleared from any dangerous area without delay

In the instance of injury or onset of illness on premises, Emerald College First Aid Officer should be notified whenever a student or staff member requires assistance

Contact should be made with the family of any student involved in situation requiring emergency services

Parents/legal custodians of any younger student involved in any form of critical incident must be contacted and informed

A Critical Incident Report Form is to be completed by the appropriate staff member involved in the incident

The Critical Incident Report Form is to contain as much information as possible and indicate the people directly involved in the incident

If an overseas student under 18 years of age experiences disruption to their welfare and accommodation, this incident is considered a critical incident and all reasonable actions are taken by student support to resolve the disruption and notify the student's family and notify Error! Unknown document property name.. (5.3, 5.3.4)

Designated Officer

Any Staff Member who is either a direct witness or the first to be informed of the incident or potential incident can assume the position of the Designated Officer and

- Is to assume temporary control over the Critical Incident and to assign duties and responsibilities to Staff and Students as required
- Is to alert the CEO or most Senior Staff Member at the first available opportunity,
- Is to provide a brief to and form part of the Critical Incident Response Team,
- Is to complete the Critical Incident Report Form.

Critical Incident Response Team

When an incident occurs, the CEO or most Senior Staff Member will form a Critical Incident Response Team – CIRT.

1. The CEO or most Senior Staff Member shall be the designated Critical Incident Team leader,
2. The CIRT is to take over control of the Critical Incident from the Designated Officer, after a handover brief, and
3. The Designated Officer will form part of the CIRT

The CIRT is responsible for:

- Implementation of this procedure,
- Identifying the cause to the Critical Incident circumstance, assessing and controlling any further risk
- Implementing, monitoring and maintaining risk control measures,
- Regularly monitoring the effectiveness of the Critical Incident risk control measures and rectify any deficiencies in the procedures,
- Consulting with Staff and Students on Critical Incident practices,
- Liaison with Emergency Response Authorities,
- Liaison with Department of Education and the Department of Employment, **Error! Unknown document property name.** and other relevant agencies,
- Ensuring the well-being of Staff and Students following the Critical Incident,
- Arranging Counselling or Trauma Services following the Critical Incident should the student request it. Counselling can be arranged should the Critical Incident Team leader deem it relevant.
- Regularly monitoring the effectiveness of the Critical Incident response and updating any response measures to ensure ongoing support of the student.

Critical Incident Response Timeline

When an incident occurs, CEO will form a Critical Incident Response Team – CIRT

- ↳ CEO shall be the designated Critical Incident Team leader
- ↳ The CIRT is to take over control of the Critical Incident from the Designated Officer, after a handover brief, and
- ↳ The Designated Officer will form part of the CIRT
 - ↳ Compliance Manager informs CEO/PEO
 - ↳ Compliance Manager informs Admissions Manager

At the time of occurrence and within 24 hours

- a) Identify the cause of the Critical Incident
- b) If practical, remove or minimise the cause for a potential further Critical Incident
- c) Ensure the Safety and Well-being of Staff and Students
- d) Ensure injured and/or traumatised Staff and Students are provided with appropriate Emergency Care
- e) Arrange Counselling, Trauma or Religious Services
- f) Ensure support for Staff and Students in the event an incident is still continuing
- g) Keep Staff, Students, Parents, Agents and where necessary the Department of Education and Australian Department of Home Affairs. informed
- h) Manage Media Reports
- i) Designated Officer is to Complete the Critical Incident Report Form
- j) Commence an investigation to record real-time or factual data on the Critical Incident

Immediately After

- a) Arrange Counselling, Trauma or Religious Services
- b) Allow Staff and Students to contact relatives and friends
- c) Ensure Staff and Students who have been exposed to the Critical Incident with Support and Practical assistance
- d) Debrief all relevant personnel involved in the Critical Incident
- e) Where applicable, ensure the site of the incident is not disturbed in relation to a Police matter or when an investigation is required by the state or territory safety authority
- f) Keep Staff, Students, Parents, Agents and where necessary the Department of Education and Australian Department of Home Affairs nformed
- g) Restore Normal daily operations, where practical and as soon as possible
- h) Manage Media Reports

Following

- a) Ensure Staff and Students are provided ongoing access to Counselling, Trauma or Religious Services
- b) Monitor Staff and Students attitudes and behaviour for any signs of PTSD
- c) Monitor Health and Well-being of any Staff and Students hospitalised
- d) Keep Staff, Students, Parents, Agents and where necessary the Department of Education and Australian Department of Home Affairs informed
- e) Assist in the arrange of memorial proceedings if appropriate
- f) Conduct a CIRT debrief and provide the report to Staff and Students where necessary
- g) Manage Media Reports

Post

- a) Ensure Staff and Students are provided ongoing access to Counselling, Trauma or Religious Services
- b) Analyse the findings of the CIRT Incident debrief and where necessary implement RISK Control Measures to minimise the likelihood of reoccurrence

Reporting Of The Critical Incident

In accordance with the ESOS Act, Emerald College is required to notify the Department of Education and Department of Home Affairs as soon as practical after the incident and in the event of a student's death or other circumstance affecting the student's attendance. In this instance notification will be made initially by Phone followed by reporting via PRISMS.

Review the Critical Incident management

The CIRT shall monitor and review the critical incident responses, strategies and the support offered to the student during, immediately after and post incident reporting

Designated Officer

The Designated Officer:

- If not a witness to the incident, shall be the first to be informed of the incident or potential incident,
- Is responsible for taking temporary control over the Critical Incident and to assign duties and responsibilities to staff and students as required,
- Is to alert the CEO or most Senior Staff Member at the first available opportunity,
- Is responsible for the delivery of a brief to the Critical Incident Response Team,
- Is Required to form part of the Critical Incident Response Team,
- Holds the responsibility for completing the Critical Incident Report Form.

Related Legislation And Regulations

- * The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as 'the National Code 2018' Standards 5 and 6
- Standards for Registered Training Organisations (RTOs) 2015
- Education Services for Overseas Students Regulations 2001
- Education Services for Overseas Students Act 2000

Related Policies And Procedures

- Overseas Student Support Policy
- Younger Student Policy
- Engagement Prior to Enrolment Policy and Procedures
- Formalisation of Enrolment Policy and Procedures

Important Contacts:

Student Support Officer: Jaskaran Sandhu (0415996284)

Campus Manager: Jaskaran Sandhu

Fire Warden: Randeep Cheema

Emergency Point of Contact 24/7: Jaskaran Sandhu

CEO: Randeep Cheema (0411240159)

First Aid Officer: Prabhsimran Kaur (040902100)

Floor Officer: Jaskaran Sandhu / Prabhsimran Kaur

General Point of Contact: Jaskaran Sandhu