



# International Student Handbook

**College of New South Wales**  
**CRICOS # 03805E**  
**RTO # 45547**



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## CHAPTER 1

# Welcome to the College of New South Wales

Welcome to the **College of New South Wales**. You are about to embark on a new journey where exciting, new opportunities await. As you pursue your studies, you will meet many people from various cultures, appreciate their ways of life and have the opportunity to foster life-long relationships. I hope you enjoy and make the most of this wonderful opportunity.

The **College of New South Wales** gives you the assurance of expert assistance on any concerns you may have. There are counsellors, academic support staff, and student services officers you can engage with on our campus. They have the expertise to help you achieve your academic goals.

The College of New South Wales Student Handbook contains information to gear you as you adapt. You will have sufficient information on available services and the Australian culture, and the many facilities accessible to you in your new environment.

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**Dr Jacob Semhat**

Chief Executive Officer, **College of New South Wales**



## Our Team

At the **College of New South Wales** you are provided with a variety of support services to guide you through your new experience of studying abroad.



### **Student Services Office Manager**

Zainab Mohsen

Telephone: (02) 82111128

Email: [sso@cnsw.edu.au](mailto:sso@cnsw.edu.au)



### **Welfare Counsellor**

Pia Saithanu

Email: [counsellor@cnsw.edu.au](mailto:counsellor@cnsw.edu.au)

**Appointments available on Tuesdays booked via Student Services**



### **Academic Support Services**

Mike Ibrahim

[academicsupport@cnsw.edu.au](mailto:academicsupport@cnsw.edu.au)

**Appointments available on Tuesdays booked via Student Services**

### **College of New South Wales Office hours**

**9:00 AM - 5:00 PM Mon - Fri**

Telephone: (02) 82111128

Email: [info@cnsw.edu.au](mailto:info@cnsw.edu.au)

Website: [www.cnsw.edu.au](http://www.cnsw.edu.au)



## CHAPTER 2

# Application Step by Step Process



<b>Step 1</b>	<ul style="list-style-type: none"><li>• Enquiry to Study at College of New South Wales</li></ul>
<b>Step 2</b>	<b>College of New South Wales provides:</b> <ul style="list-style-type: none"><li>• International Student Enrolment Form</li><li>• International Student Agreement</li></ul>
<b>Step 3</b>	<ul style="list-style-type: none"><li>• Student Acceptance</li></ul>
<b>Step 4</b>	<b>College of New South Wales provides:</b> <ul style="list-style-type: none"><li>• Electronic Confirmation of Enrolment (eCoE)</li><li>• Schedule Health Insurance (where applicable)</li></ul>
<b>Step 5</b>	<ul style="list-style-type: none"><li>• Student applies for his visa with Department of Home Affairs</li></ul>
<b>Step 6</b>	<ul style="list-style-type: none"><li>• Student finalises travel arrangements to Australia</li></ul>
<b>Step 7</b>	<ul style="list-style-type: none"><li>• Student attends Orientation Day and commences the first course</li></ul>



## Chapter 3

# Arranging Travel

You will need to make your own travel arrangements to Australia. Please try to arrive at least 1-2 weeks before the start of International Student Orientation to allow enough time for settling-in, adjusting to the climate and overcoming jet-lag.

You should fly into Sydney International Airport which is the closest international airport to the city.

Visit the Airport website at <https://www.sydneyairport.com.au/>

Sydney Airport is located 8km (5mi) south of Sydney city centre, in the suburb of Mascot.

Travel Documents
Valid passport with Student Visa
Admission letter or Confirmation of Enrolment (CoE) from College of New South Wales
Insurance policies
Other personal identification documents, e.g. birth certificate, ID card, driver's license
Medical records and/or prescriptions where applicable



## CHAPTER 4

# Welcome to Sydney

Sydney is located at Australia's east coast between the Pacific Ocean and the Blue Mountains. While being the capital of New South Wales, Sydney is also known as the largest and oldest city in Australia. Sydney is also known for being one of the most famous tourist destination in the world because of its admirable harbour and beautiful coastline. Not just that but Sydney also has a warm and pleasant climate making it one of the most beautiful and livable cities in the world.

For most visitors coming to Australia, Sydney is the best place to go as the city is geared and well prepared for orienting tourists about Australia's culture. Because of the city's geographical setting, having been surrounded by harbours, virgin bush lands and the famous Bondi Beach, Sydney is one of the best tourist destinations to be one with nature.

Sydney boasts a pleasant climate where you can experience warm summers and mild winters making the city best for visits all year round. If you are planning to visit Sydney, as a guide, summer season is from December to February, autumn is from March to May, winter is from June to August and spring is from September to November.





# Entering Australia

## Australian Customs Service

The Australian Customs Service is responsible for the management of the Australian borders. Customs works closely with the following government and international agencies to ensure the border's security and integrity:

1. The Australian Federal Police
2. The Australian Quarantine and Inspection Service (AQIS)
3. The Department of Home Affairs
4. The Department of Defence is responsible for the detection and determent of unlawfully transported goods and people across borders.

Visit [www.border.gov.au/Trav/Ente](http://www.border.gov.au/Trav/Ente) for more information on this.

## Unaccompanied goods

Australia imposes different duty/tax concessions on unaccompanied goods from those you bring with you. Duty or tax concessions may be charged on these goods, including those goods posted to Australia, with exceptions if the goods were purchased and used for at least 12 months.

Additional helpful information is available on [www.border.gov.au](http://www.border.gov.au)

## Australian Quarantine Inspection Service (AQIS)

Any kind of food, or plant and animal products in your luggage, which may be of quarantine concern, must be declared by ticking "YES" in the relevant section on your Incoming Passenger Card. These items could host pests and diseases and must be inspected by a quarantine officer. These items are returned to you in most cases, except when the items are identified as potential risks and must then be subjected to treatment. Additionally, you may incur treatment costs and postage to have these items returned to you. Please note, however, that items identified as prohibited are automatically seized and destroyed by AQIS.

Items you do not intend to declare must be disposed of in designated quarantine bins in the airport terminal. It's important to remember that negligence in these strict laws can lead to a fine or, in graver instances, can warrant jail time





## Getting from the Airport

### **TRAIN**

Sydney Airport is located just 13 minutes by train from the city. Airport Link offers a fast and convenient way to reach the city and suburbs, with trains running approximately every 10 minutes. The station is located at the northern end of the terminal and accessible from the Arrivals level. To use this service, you will need to purchase an Opal Card from the station, Relay or WH Smith.

### **PUBLIC BUSES**

Sydney Buses operates a timetabled service, Route 400, between Bondi Junction and Burwood. The service stops at both the T1 International and T3 Domestic terminals. You will find clearly marked bus stops located on the arrivals level outside each of these terminals. You'll need an Opal transport card to use the service

### **SHUTTLE BUSES**

If you're looking for a shuttle transfer, limousine, accommodation, tours and attractions please visit the Redy2go website below. Redy2Go desks can also be found at the arrivals hall of our T1 and T2 terminals. If you're looking for bus and limousine transfer services that provide transport between the airport and most Sydney suburbs and regional areas, you can find a range of providers via Mozio.

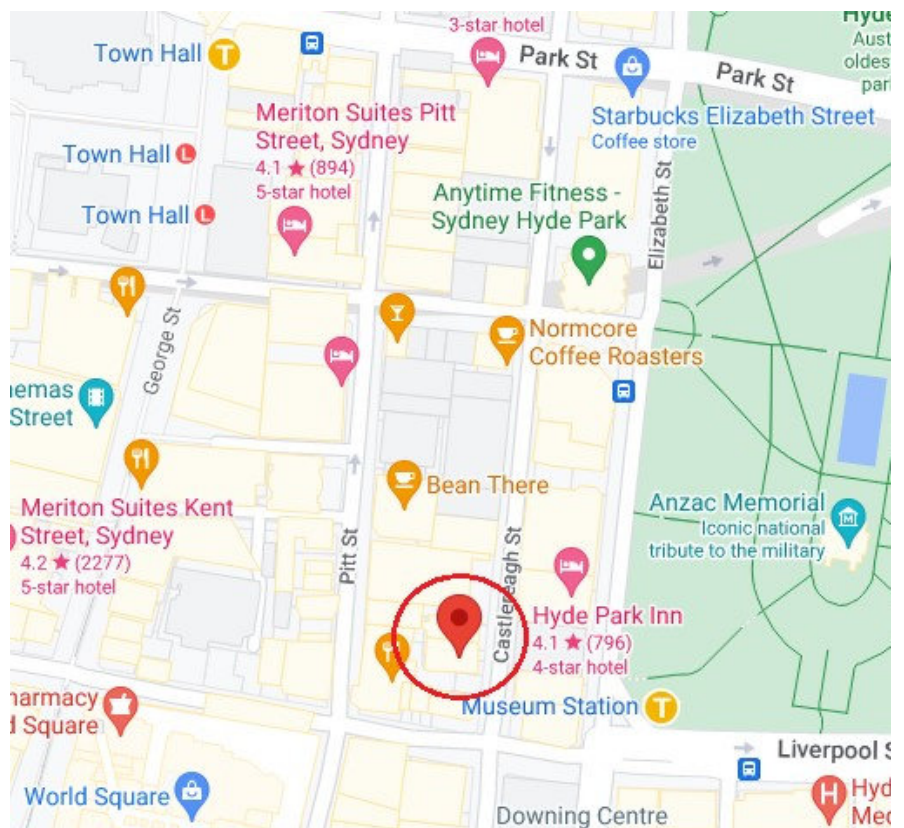
### **TAXIS AND RIDESHARES**

You can access taxis and rideshare services when you arrive. The Sydney CBD is a 20-minute ride away and will cost about \$45-\$55 one way. You'll find taxi ranks at the front of all terminals - simply follow the signs to the nearest ranks. For rideshare services, please arrange for your driver to meet you at our priority pick-up area.



## Our Campus

- + **College of New South Wales** is located in the heart of Sydney City close to major Sydney attractions, like the Opera House, the Harbour Bridge and many others. The campus is easily accessible by public transport. It is a perfect location for students who want to experience city life in Sydney!
- + **Campus Location:**  
Level 7, 245  
Castlereagh St  
Sydney NSW 2000
- + **Website:**  
[www.cnsw.edu.au](http://www.cnsw.edu.au)





## CHAPTER 5

# Orientation Day

As prescribed in the ESOS Framework and the National Code 2018, Australian education providers will provide an International Student Orientation before the commencement of classes. Staff who run the orientation work hard to ensure that you as a student will be well-equipped to achieve the best possible success in your studies. If you read through the Student Handbook which the institution provides for you, you will see that there is a lot of information for you to understand and consider as you move through your studies. Although the handbook will outline what you need to know, it is impossible to understand and recall everything. Once you are concentrating on your studies, you will feel less stressed if you are already comfortable with the institution, its staff and its services

### Arriving early to attend orientation gives you a chance to:

1. See and talk to important people you will need to know at the institution
  - Student Services Officer
  - Welfare Counsellor
  - Academic Support Staff
  - ESL Advisor (English as a Second Language)
2. Enrol early which helps you to get your student card early. You may need your student card as proof for your student status to open a bank account, borrow books from the library, and more.
3. Find your way around the campus
  - Computer rooms and facilities
  - Recreation and eating areas
  - Classrooms
4. Meet other international students who may share your classes, share your concerns or fears. Knowing another face on campus as you become more comfortable with the routines can really help you avoid any feelings of isolation.
5. Find your way around the public transport/city to and from your accommodation and feel if you already know some of the things local students know before you get to meet them at orientation activities later.



# Orientation Day Schedule

**01**

## **Orientation Invitation**

Our Student Services Officer will send you an invitation to attend your course orientation. Please complete the New Student Arrival form prior attending your orientation day.

**02**

## **Orientation Day**

Make sure to arrive on time and register your attendance at our reception on Level 7. Please bring your passport.

**03**

## **Confirmation of Details**

Our Student Services Officer will verify your personal details and provides you with your Student ID Card

**04**

## **Placement Test**

If you haven't provided us with a Proof of English or completed the VET placement test, you will take the test on orientation day.

**05**

## **Orientation**

During the orientation, you will receive all required information to successfully commence your course. You will receive your time tables and learn about important policies and procedures related to your course. You are encouraged to ask any questions you may have.

**06**

## **Commencement**

Our Student Services Officer will send you a commencement confirmation via email. You now have access to all your study materials including your Student email account.



## CHAPTER 6

# Important Student Information

### International Student Code of Conduct

As an international student coming to Australia you might find that you will be meeting other people of different races, cultures, beliefs and religions. You might even find that most of them will be your fellow students and the college's trainers and staff. To maintain harmony and respect between individuals in the institution, you are expected to uphold the College of New South Wales International Student Code of Conduct as listed below:

- Respect between the College of New South Wales staff and students.
- Respect for the College of New South Wales' equipment and facilities.
- Respect for everyone's individuality, beliefs and culture and an absence of any form of bullying.
- Respect for the opinion, skills and knowledge of others.
- Respect for everyone's right to access resources.
- Respect for the requirements of academic programs and initiatives.
- Respect for each other's responsibilities especially those of the academic staff.
- Respect for the College of New South Wales' intellectual property and academic integrity.

### The ESOS Framework

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.

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.

Find more information about ESOS Framework including your rights, responsibilities, requirements, support services, and other information about studying in Australia on the AEI website here: <https://www.education.gov.au/esos-framework>



## Academic Policies and Procedures

Academic policies and procedures refer to anything that relates to your course and training and assessment with the College of New South Wales. College of New South Wales ensures that all assessment is conducted in a fair and equitable manner, meeting the requirements of the relevant training package as well as industry expectations and standards. The institution applies flexible assessment options, recognising the diversity of individual student needs and circumstances and facilitating wherever possible the realisation of the learning and vocational goals.

## International Student Visa Conditions

Students entering the College of New South Wales must take responsibility to uphold and remain true to the International Student Visa Conditions.

### 1. Academic Progress

As stipulated in the International Student Visa Conditions, the College of New South Wales has a training and assessment policy and course progress monitoring procedure in place to monitor, record and assess the progress of each individual learner. A learner's progress is reviewed and assessed at the conclusion of every study period. In the event that a learner will be at risk of failing to meet the acceptable course progress requirements an Intervention Strategy will be implemented.

### 2. Attendance

The College of New South Wales has policies and procedures in place to monitor and record the learner's attendance throughout the course. Learners are required, at the minimum, to have an 80% attendance of the scheduled contact hours for the course. Where the learner is at risk of meeting the 80% attendance threshold for the course, the College of New South Wales will implement an Intervention Strategy to identify, notify and assist international students before their attendance drops below 80%.

## Current Address Details

The College of New South Wales ensures that monitoring and record management processes are in place to keep their student files updated at all times however, it is the learner's responsibility to notify the college if changes in their current address in Australia have been made. In the event that a learner changes their current address in Australia, they must fill out the **Change of Address Form** and notify the College of New South Wales immediately.



# Working in Australia

## Employment

14 hours of work in a week is the recommended number of work hours for students who want to work while studying. You may ask for assistance from Careers Advisers about various strategies when searching for a job. You can also use the local newspaper listings or make use of online searches if you want to search for jobs by yourself. If you are planning to do an online job search you can use the following websites:

- [www.mycareer.com](http://www.mycareer.com)
- [www.seek.com](http://www.seek.com)
- [www.spotjobs.com](http://www.spotjobs.com)
- [www.careerone.com.au](http://www.careerone.com.au)

If you are interested in using a recruitment agency when looking for a job, you can visit the Recruitment and Consulting Services Agency website or search for a recruitment agency near you. Your employer will be required by law to follow standard practices, ensure a comfortable working conditions and pay your wages. Check and review the Fair Work Ombudsman website at <https://www.fairwork.gov.au/>

## Tax File Number

If you plan on working in Australia you must apply for a Tax File Number (TFN) from the Australian Taxation Office (ATO). To apply for a TFN, you must fill out and complete the Tax File Number application or Enquiry for an individual form (NAT 1432).

**For more information visit the ATO website ([www.ato.gov.au](http://www.ato.gov.au)) or call (1328 61)**



## Tips on Safety

### + Safety on the road

In Australia, people drive on the left side of the road. You may find a bit of a hard time getting used to this if your home country uses the opposite side so make sure to always look left and right before crossing the road. If pedestrian crossings are present use them at all times.

### + Safety on the beach

If you decide to visit the beach, always remember to swim where the lifeguards can see you. Never swim on beaches with no life guards to help you. Oceans in Australia can be dangerous if you are not used to it or if you do not know how to swim.

Visit [www.beachsafe.org.au](http://www.beachsafe.org.au)

### + Keep valuables safe

- Lock all windows and doors when going out, even if for just a short while.
- Only use ATMs and withdraw cash during the day in busy areas.
- Do not leave your car keys and other valuables unattended inside your car.
- Never give out your personal information to anyone.
- Do not leave valuable belongings unattended in public.







## CHAPTER 7

# Expectations of Participants

**You are asked to read these expectations thoroughly before agreeing to commence any training or assessment:**

1. You must maintain a high standard of presentation at all times.
2. Participate in all training activities and carry out any tasks that may be asked by your training consultant to the best of your ability.
3. **Submission of assessment tasks is mandatory.** An assessment task (mostly written) is given out at each session and relates directly to what was covered in that session. Participants are required to work **INDIVIDUALLY** (group assignments not accepted), to complete these. Participants are given a month to complete assessment tasks, as a guide, and the trainer will collect the completed tasks from all participants at the beginning of the next session. Extensions may be possible. However, participants will need to advise their trainer/assessor of the need for an extension before the due date.
4. To produce a Doctor's Certificate for all sick days in the case of face-to-face training. You must advise your Trainer/Assessor if you will be unable to attend a particular session. Absenteeism may result in units not being completed, or competencies not being achieved. Excessive absenteeism may result in your removal from the program. Excessive tardiness may result in you being marked absent for that training session.
5. Any concerns that you may have regarding your progress throughout the training program should be discussed with your trainer/assessor.
6. You must advise The College of NSW of any changes in your personal details on the Student Enrolment Details form.
7. You must keep training areas tidy at all times.



8. Consumption, or being under the influence of alcohol or substances during the training hours is unacceptable and will result in you being asked to leave the premises. Continued abuse of this policy may result in your removal from the program
9. Your behaviour must not interrupt or threaten other participants. Abusive behaviour or physical violence can result in instant expulsion from your program.
10. You may receive a “National Student Outcomes Survey” inviting you to participate. The purpose of this is to quality-check the processes and outcomes of Australian-recognised qualifications.

### **Student Deferment, Suspension or Cancellation Policy**

An overseas student’s enrolment can be deferred, suspended or cancelled. This may be initiated by either the overseas student for compassionate and compelling circumstances, or the registered provider for an overseas student’s breach of visa conditions, failure to pay fees, misbehaviour, or other condition listed in a registered provider’s policy. College of New South Wales will manage the enrolment of overseas students and maintain up-to-date enrolment information in the Provider Registration and International Student Management System (PRISMS) database.



## CHAPTER 8

# Structure of Courses

### Structure of Courses

As a general rule, training courses and programs are divided into various subject areas. Depending upon which course or program you are doing, these subject areas are called modules or units of competency

Within each module or unit, there is a series of learning outcomes that reflects the skills or competencies that you need to be able to show that you can do in order to satisfy the assessment requirements.

### Competency Based Training

Competency-based training relies on four areas to be effective – Skill, Knowledge, Understanding and Attitude.

Some people are very good at applying skills but do not understand why they are required to complete the tasks. Some people have a great amount of knowledge yet can not put it into practice.

Being COMPETENT in competency-based training and assessment means that you can learn and retain knowledge, understand how it fits into the big picture of your organisation AND put it into practice in the workplace in line with their standards and procedures. Of course the right attitude is required to make all this work.

Competency-based training requires staff to gain knowledge/understanding of workplace standards and procedures and then put them into action.

### Foundation Skills

Foundation Skills describe non-technical skills and competencies which play an important part in contributing to an individual's effective and successful participation in the workplace. They may also be called key skills, core skills, essential skills, employability skills, or transferable skills.

Visit <http://training.gov.au> for more information



## Training Manuals

The training manuals(hard copy or electronically emailed)are to be used as a guide only in learning new skills and knowledge. They are not to be used to change workplace standards or procedures. Training manuals should encourage you to look at your workplace and discover the standards or procedures there. There will be instances where a training manual will deal with an area within your workplace that you are already familiar with. This will not mean that you do not need to address that manual. It will simply mean that you can work through the manual faster. Never assume that you already know how a skill is done or assume you know an answer. You to find the correct work pllace information and sue it. Ask lots of questions and become a confident team member.





## Assessment

The assessment generally takes place by way of assignments and course exercises. Sometimes there is a demonstration involved, or special projects. Further specific details of the assessment are specified in each course or program outline.

Where on-the-job assessment is specified, assessment will normally be by way of a supervisor's report, although additional assessment tasks may be set to test competency in some outcomes. Competency-based assessments DO NOT require you to sit an exam. On the contrary, it is an opportunity for you to demonstrate your new skills and knowledge to the standards or in line with practises. To demonstrate competency in a course or training program, you must show that you are competent in all learning outcomes. Consequently, assessment tasks will measure all necessary competencies.

## Completion and Return of Assessment Tasks

The final dates for assessment tasks are set after consideration of the work required with the module or unit as a whole. If you are unable to submit an assessment task by the due date, you should contact us before the due date and give the reasons by you need an extension.

You must also sign a statement on the cover sheet of each assessment task that the work done in the assessment task is your own work and not the work of any other student or person.

College of NSW will return all assessment tasks, duly marked, to students progressively and timely throughout the program.

It is your responsibility to keep a copy of your written work in case it gets lost in the mail.



## Assessment Q & A's

### 1. What will be assessed?

During this course, each staff will be assessed for each required unit of competency so that it can be credited towards their qualification.

### 2. How will my assessment take place?

Within the assessment process, different types of assessment take place for specific purposes and situations. Such a flexible approach ensures that the assessor gains sufficient evidence of your competence and that the assessment is fair, relevant and valid. Sometimes, a single assessment exercise may assess a number of competencies e.g. a role play or a workplace project. The most common forms of assessment will be written using workplace examples.

### 3. What if I am unhappy about the assessment process?

If you are unhappy with the assessment process in any way, please talk to your assessor or to a staff member of the College of New South Wales.

### 4. What if I am unhappy about a particular assessment result?

If you are unhappy with the result of an assessment, you are able to request a re-assessment. We would issue your work to another assessor for marking. Alternative assessment methods can be designed to meet specific needs, e.g. people with disabilities or with literacy/language problems.

### 5. What if I am absent from training or assessment activities?

Suppose you were unable to be assessed as competent due to your absence during any of the training/assessment sessions. In that case there may be an opportunity for you to join another class or another appointment at your workplace. If this is not possible, we can arrange for you to undertake some other form of training and assessment such as assignments or work experience

### 6. Will I get some form of evidence to show what I am competent in?

If you complete the qualification you are issued an accredited Certificate of Completion and an Academic Transcript. If you part complete the qualification, you will be issued with a Statement of Attainment for all units of competence in which you are proven competent in. You have to be competent in all elements of a unit of competence before being deemed competent for that unit.



## CHAPTER 9

# Assessment Appeals Policy (T&S)

The student has the right to appeal an assessment result if they believe the result was unfair or unjustified.

This includes Appeals arising in the following areas:

1. Student disagrees with the result given by their Assessor (including Third Party)
2. Student wishes to have their result reviewed by another Assessor
3. Student wishes to be re-assessed for the same unit
4. Student wishes to change the unit
5. Student believes that the Assessor discriminated against them.

### Assessment Appeals Procedure (T)

All students have the right to appeal any assessment decision made by the College of NSW if they:

1. Believe that the assessment is invalid and/or
2. Feel that the process was invalid, inappropriate or unfair

Before appealing, we ask that you discuss the matter with your Trainer/Assessor in an attempt to reach a decision.

If you are still unsatisfied, you are entitled to lodge a formal Appeal by completing an “Complaint and Appeals Form” within seven days of the initial discussion. Once a formal appeal is lodged a new Assessor will be appointed in an attempt to resolve the Appeal. Any decision recommended by this party is not binding to either party in the dispute.

If you are still not satisfied another registered training provider in the same curriculum area will be appointed to arbitrate and reassess participants if necessary.

You have the right to involve a support person to be involved at all times during the appeal process.



## Process to submit an Appeal

1. Student receives a result for an assessment task which they do not agree with the result.
2. Student completes Complaints and Appeals Form and submits it to the Student Services Officer.
3. A written acknowledgment of receipt will be forwarded to the student confirming the receipt of the lodged Complaints and Appeals form.
4. The Student Services Officer will consult with the trainer/assessor and the student individually.
5. The Student Services Officer is to follow the process on the Complaints and Appeals Form for the process under “Recommend Action Required for Improvement” and an initial meeting should be held within **10 business days**.
6. The student will be advised of the outcome of this consultation process within **15 business days** of the dispute being lodged.
7. If it is decided that there is a case for review, a suitably qualified, independent assessor will be employed to conduct another assessment. An assessment date will be negotiated with the student. Following the assessment, the student will be advised of the result within **10 business days**.
8. If the student is not satisfied with any decisions made in this review process, a Review Board (which may include representatives from another RTO) will be convened to review the case again. An opportunity for Improvement Form may need to be completed in order to identify any improvements on the process that may need to be made.
9. All Complaints and Appeals Forms received are to be entered into the Complaints and Appeals Register

All Complaints and Appeals Forms are to be reviewed during the monthly Quality and Compliance Meetings. If the College of NSW determines that the appeals process will take more than 60 calendar days, the Student Services Officer will notify the student in writing including reasons why more than 60 days are required. The Student Support Officer will regularly update the student with the process.





## CHAPTER 10

# Lodge a Complaint

Staff and students have the right to submit a complaint if they wish to express discontent against another person or a complaint against the College of NSW's processor system. In order to ensure that complaints are dealt with in a timely manner, we have implemented a complaints process.

This policy and procedure is relevant to all grievances arising in the following areas:

- Student wishes to raise a complaint against another student or against the College of NSW
- Student wishes to raise a complaint about a Third Party
- RTO staff wishes to raise a complaint about a Third Party
- Staff wishes to raise a complaint about another staff member or a student

If a student, trainer or staff member is experiencing any difficulties, they are encouraged to discuss their concerns with Senior Management. RTO administrative staff will make themselves available at a mutually convenient time if a student wishes to seek assistance.

If a Student or Staff member wishes to make a formal complaint they are required to complete a Complaints and Appeals Form, which is included in the Student and Trainers Handbook. Once the form has been completed, the form should be submitted to the Student Support Officer for action.

If required, the student has the right to have a third party/support person assist them through the Complaints Process, this may be due to language barriers or simply at the student's request.

Should you disagree with the result of the appeal by the College of NSW, you can lodge a complaint to:

- National Training Complaints Hotline (<https://www.education.gov.au/NTCH> )  
Phone: 13 38 73, Monday–Friday, 8 am to 6 pm nationally.
- Email Complaints: <https://www.education.gov.au/email-complaints>
- Office of Fair Trading(<http://www.fairtrading.nsw.gov.au> ).

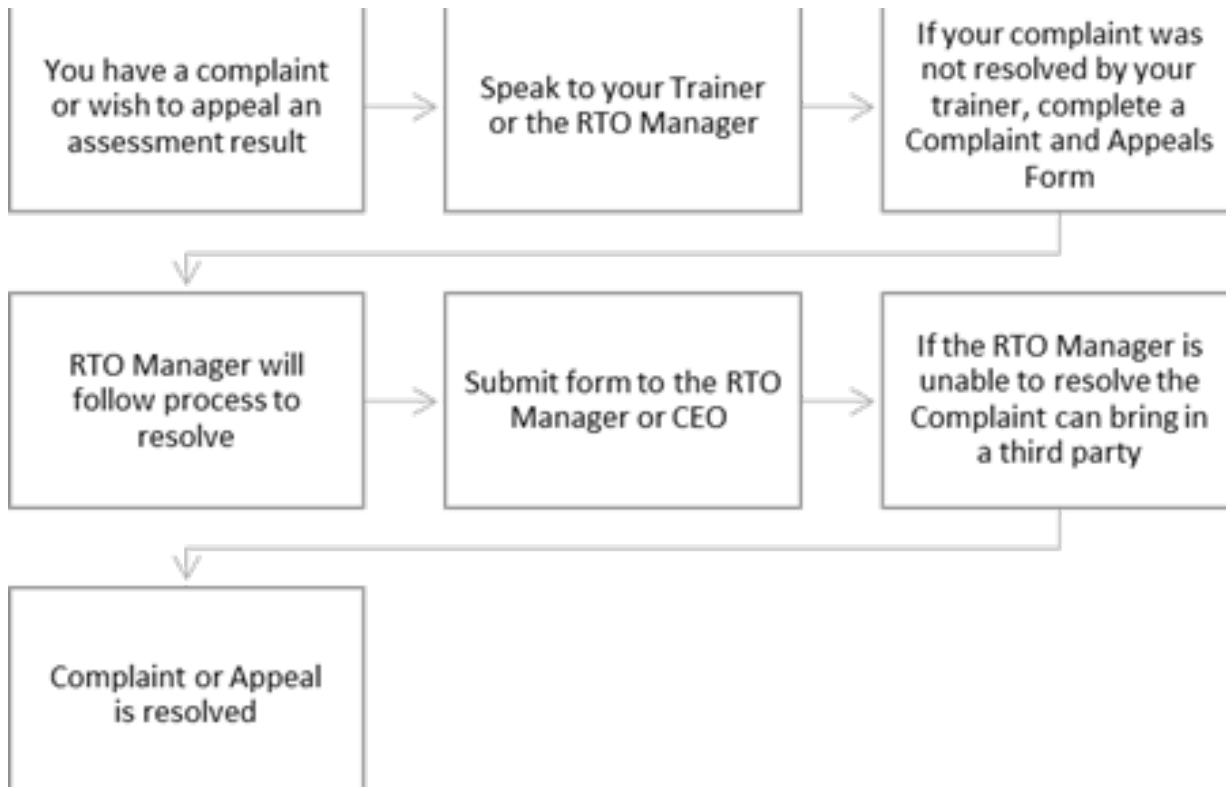


## Process to submit a Complaint

1. Student completes Complaints and Appeals Form and submits it to the Student Services Officer. A written acknowledgment of receipt of the Complaints and Appeals form will be forwarded to the complainant following receipt by the Student Services Officer **within five business days**.
2. The Complaint is discussed with ALL parties involved in the grievance, and ALL parties are notified in writing of the complaint, which will ensure that order to meet the requirements of natural justice and procedural fairness.
3. All Complaints and Appeals Forms are to be reviewed at the monthly Quality and Compliance Meetings. Grievances should be kept confidential, in order to protect the complainants
4. The Student Services Officer is to follow the process on the Complaints and Appeals Form for the process under “Recommended Action Required for Improvement”.
  - An initial meeting is to be held **within 10 business days**
  - If further investigation is required, **this should be completed within 60 calendar days**
5. Each appellant:
  - Has an opportunity to formally present his or her case
  - Is given a written statement of the complaint outcomes, including reasons
6. If the Complainant wishes to appeal the Complaint outcome, the student can bring the complaint before senior management for resolution, agreeable to all parties.
7. If Senior Management is a party to the grievance, they will not take part in any discussions or decisions made, and the appeal will be referred to the CEO.
8. If a solution has not been reached to the benefit of all parties the complainant has the right to request a review by an independent party, who is not part of the College of NSW. The College of NSW is responsible for acting upon the subject of any complaint found to be substantiated. Complaints and Appeals Forms received are to be entered into the Complaints and Appeals Register.
9. If the College of NSW determined that the process cannot be finalised within 60 calendar days, the Student Services Officer will confirm this in writing to the Complainant, including reasons why more than 60 calendar days are required and provide regular updates.



## Complaints and Appeals Flowchart



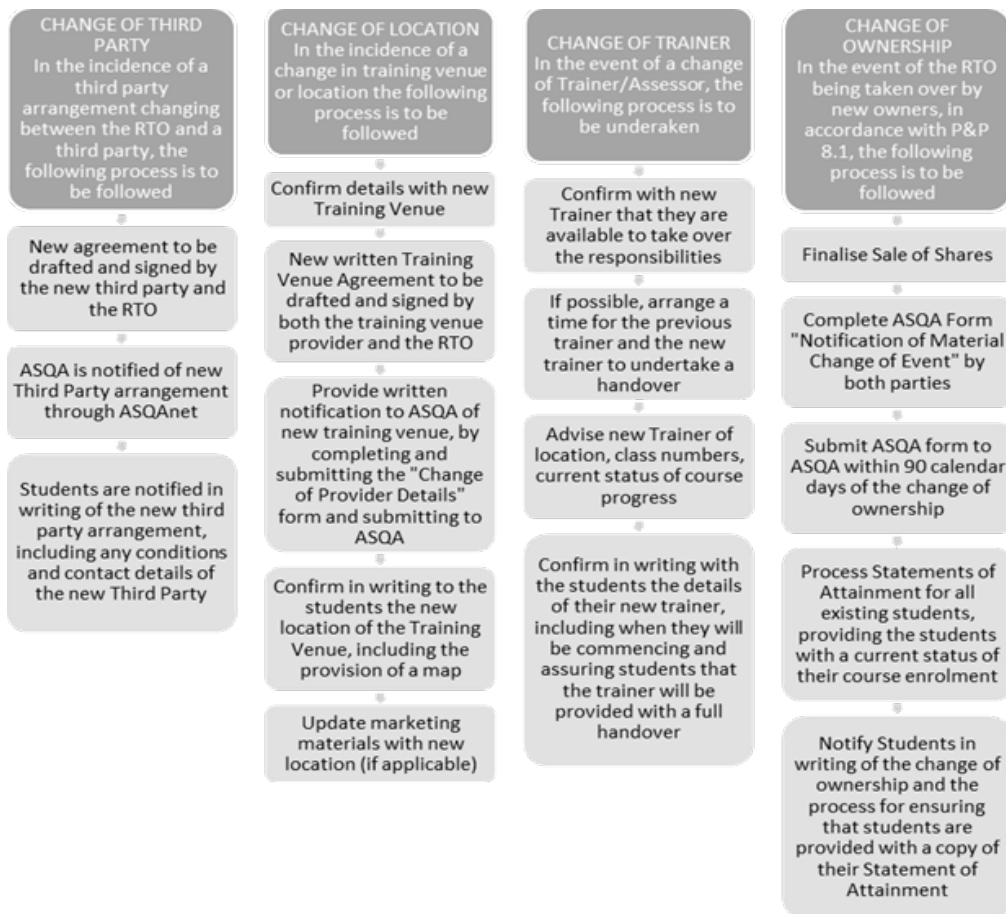
## Complaints and Appeals Form

The Complaints and Appeals Form is provided to the student on request by the Student Services Officer..



## Changes to Agreed Services

Where there are any changes to the agreed services that will affect the learner, including in the event of the College of NSW closing down, the College of NSW will advise the learner in writing within 10 business days of the event, this includes changes to any new third party arrangements or a change of ownership or any changes to existing third party arrangements.





## CHAPTER 11

# Qualifications

All qualifications issued by the Registered Training Organisation will be one of the following:

1. **Certificate of Competence:**

This is presented on successful completion of all modules contained within the qualification.

2. **Statement of Attainment:**

This is presented on completion of modules successfully completed if the whole program not was not.

These qualifications will have a Nationally Recognised Training (NRT) logo on them that will represent nationally recognised qualifications. This means that any other Registered Training Organisation will be required to recognise your qualification anywhere in Australia.





## Record Keeping and your USI

All student records are kept on file for a period of up to 30 years and a student wishing to obtain access to these records, must make a formal request to the Training Supervisor of the College of NSW.

Your USI (Unique Student Identifier) is also kept on file for the purpose of adding the unit of competencies you have completed to your USI record. On enrolment, we request your USI number so we can add it to our student management system against your enrolment.

Once we have your USI, we need to verify that it is true and correct and that it matches your ID information such as Name and DOB etc. This is done through our student management system by clicking a 'verify' button.

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

## Access to Records

All student records, such as personal details and records of participation and progress (this includes data collected on the Enrolment Agreement Form and assessment results that are collected), are kept within a secure area. An electronic record of each Student's enrolment and participation is kept on the Student Management System for a period of 30 years, this record is password is only accessible by employees of College of NSW.

All students have the right to access their record of participation and progress within a timely manner. In order for a student to access their records they are required to submit a request in writing to College of NSW. If the student wishes to provide a third party with access to their records, they should state this in their formal request in writing.

College of NSW will provide, within 48 hours of receiving the written request, a confirmation in writing that the College of NSW has received a request for Access to Records and confirmation of how long it will take for the access to be granted.

In no more than five business days, the College of NSW will provide the student with access to their records as well as a Record of Results of the student's participation and progress.



## Recognised Prior Learning (RPL)

At your pre-enrolment brief you will be asked if you wish to obtain RPL information from the College of NSW, as a preferred pathway to achieve your desired qualification. If this option is ideal for your situation, we will recommend you complete an RPL application form in order to gather your evidence. Also, where applicable this will be discussed with your employer.

Recognition of Prior Learning is granted as a result of identifying and assessing previous and current informal education and training, work experience and/or life experience and knowledge. Previous learning and the evidence supplied is measured against pre-determined performance standards contained within the Units of Competency

Evidence for recognition of prior learning may include any of the following:

- Performance, demonstration, or skills test/assessment
- Work place or other pertinent observation
- Oral presentation
- Portfolio, logbook, task book, projects or assignments
- Written presentation
- Interview and questions
- Simulations
- Video, photographic (endorsed) evidence
- Competency conversations (focusing on key points to look for in responses)

Students will initially be assessed against the performance criteria and critical aspects of evidence for each unit of competency within the Training Product.

For other pathways, at any time during the course a request can be made for RPL to be applied to any part of the curriculum. If you can substantiate that you can complete the competency, including the underpinning knowledge requirements, please feel free to discuss this with your trainer/assessor.



## Credit Transfer

The College of NSW will always recognise the AQF qualifications and Statements of Attainment issued by any other Registered Training Organisation. If your certificate or statement of attainment contains the NRT logo as shown on page 3 of this manual, we are bound by mutual recognition obligations under our registration as a registered training organisation. Credit Transfers are granted for individual units that are equivalent to those in the qualification you are completing with the College of NSW.







## CHAPTER 12

# Fee Policy

The College of NSW courses and qualifications are not fee-free. All fees are communicated with you prior to your enrolment. The College of NSW fees are displayed on our website [www.cnsw.edu.au](http://www.cnsw.edu.au). Some fees are regulated in certain states so it is very important to take note and have all your questions answered before committing.

Prepaid fees include all fees paid in advance from individual learners and prospective students. These requirements do not apply to employers engaging the College of NSW to provide training/assessment to its staff.

Fees include all fees that the student is required to pay to complete the course, this includes:

- Enrolment/Administration Fees
- Tuition Fees
- Fees for materials, including text books
- Any other fee component that is a mandatory fee to complete the course

The College of NSW will ensure that all fees are clear and transparent on the course flyer.

### Threshold Prepaid Fee

The College of NSW requires a minimum deposit, which will not exceed \$1,500 per individual student, prior to course commencement. If the full course fees are below \$1,500, the full fees may be required prior to course commencement. Please refer to the course flyers for an outline of all course fees. Following course commencement, full fees will be required to be paid by either a payment plan (if remaining fees are over \$1500), or in full (if the remaining fees are below \$1500) for tuition and other services yet to be delivered.

### Insurance

The College of NSW maintains public liability Insurance throughout its registration with adequate cover suitable for the College of NSW's size and scope of registration, which is generally set as \$20,000,000. The CEO is responsible for ensuring that sufficient cover is in place to cover the usual risks associated with the operations of an RTO including coverage for training and assessment activities. Other insurances relevant to College of NSW's operations may include: Professional indemnity, workers compensation (as required) and building and contents (where appropriate).



## Refund and Cancellation Policy

**Full refund**– full refund of course tuition fee less the non-refundable enrolment and accommodation booking fees.

**Refund period** - 14 days upon enrolment

**Tuition fees** will be refunded in full less the \$500 cancellation fee.

- Formal refund request lodged within the refund period
- At least one month notice prior to course commencement has been given in writing
- The student is not granted a student visa and student provides a rejection letter from the Australian Embassy
- The college default occurs and the course is cancelled on the agreed starting day or at any time after training commences, but before it is completed and the student has not withdrawn before the default day.

**No refund** will be paid where:

- Refund request and written notice of withdrawal is received outside of the refund period
- In the event the extension of student visa is not granted. Students are advised not to enrol if they believe that their student visa may not be extended
- Student seeks to transfer to another provider prior to the completion of six (6) months study of their principal course. Transfer will not be granted until all fees for which the student is liable have been paid
- Infringement of the Student Code of Conduct or a breach of student visa conditions



## CHAPTER 13

# Crisis Resources

Name of Organisation	Website	Phone #	Client Needs Addressed
<b>AA - Alcoholics Anonymous</b>	<a href="http://www.aa.org.au">www.aa.org.au</a>	1300 222 222	Clients who are/or have been affected by alcoholism
<b>Australia.gov.au</b>	<a href="http://www.australia.gov.au">http://www.australia.gov.au</a>	Website only	Covers a broad range of assistive support including LLN
<b>Beyond Blue</b>	<a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a>	1300 224 636	For clients who are experiencing anxiety and/or depression
<b>Black Dog Institute</b>	<a href="http://www.blackdoginstitute.org.au">www.blackdoginstitute.org.au</a>	Website only	Depression and Bipolar Disorder Information Australia
<b>Fair work Ombudsman</b>	<a href="https://www.fairwork.gov.au/">https://www.fairwork.gov.au/</a>	Website only	For clients who are experiencing issues with their employer
<b>Lifeline Australia</b>	<a href="http://www.lifeline.org.au">www.lifeline.org.au</a>	13 11 14	Clients who may be in a crisis or at risk of suicide or know of someone at risk of suicide
<b>Workplace Bullying Helpline</b>	<a href="http://www.workershealth.com.au">www.workershealth.com.au</a>	02 4926 2129	For clients who have been affected by bullying
<b>Men's Helpline Australia</b>	<a href="https://www.mensline.org.au">https://www.mensline.org.au</a>	1300 78 99 78	For male clients who have male related health issues
<b>National Council for Single Mothers and their Children</b>	<a href="http://www.ncsmc.org.au/">http://www.ncsmc.org.au/</a>	(08) 8354 3856	Single mothers who need assistance
<b>Department of health/ Mental health</b>	<a href="http://www.health.gov.au">www.health.gov.au</a>	(02) 6289 1555	Support for students who are affected by health or mental health issues
<b>Commonwealth Ombudsman</b>	<a href="https://www.ombudsman.gov.au/complaints/international-student-complaints">https://www.ombudsman.gov.au/complaints/international-student-complaints</a>	1300 362 072	Overseas student Ombudsman to assist with complaints and appeals



## CHAPTER 14

# Referral to P&P related resources



The information in this handbook is the initial guide for you as an international student of the College of New South Wales. More detailed information on policies and procedures listed below can be found on your LMS (Learning Management System) called Moodle.

- Plagiarism
- Referencing (Harvard Method)
- Protection of Privacy and Information
- Access and Equity
- Consumer Protection Information
- Code of Practice
- Legislative and Regulatory Requirements