

ACCORD COLLEGE

RTO NO: 45849 | CRICOS CODE: 04019A

STUDENT HANDBOOK

Welcome to Accord College. Your guide to studying, student support, and important policies.

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WELCOME

Welcome to Accord College!

We at Accord College (AC) are delighted to have you as part of our community. We are committed to providing you with an enriching educational experience that not only fosters academic success but also creates lasting memories. At AC, we believe in the power of education to transform lives. Our dedicated staff and faculty are here to support you every step of the way, ensuring you have the resources and guidance needed to thrive. This is more than just a place of learning; it's a vibrant community where diverse ideas and cultures come together. We encourage you to engage fully, explore new opportunities, and make the most of your time here.

Thank you for choosing Accord College.

We look forward to witnessing your growth and achievements.

OUR OBLIGATION AS YOUR RTO AND CRICOS EDUCATION PROVIDER

As a Registered Training Organisation (RTO) and CRICOS Education Provider registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards for RTOs 2025, which are part of the VET Quality Framework, as well as the Education Services for Overseas Students Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code).

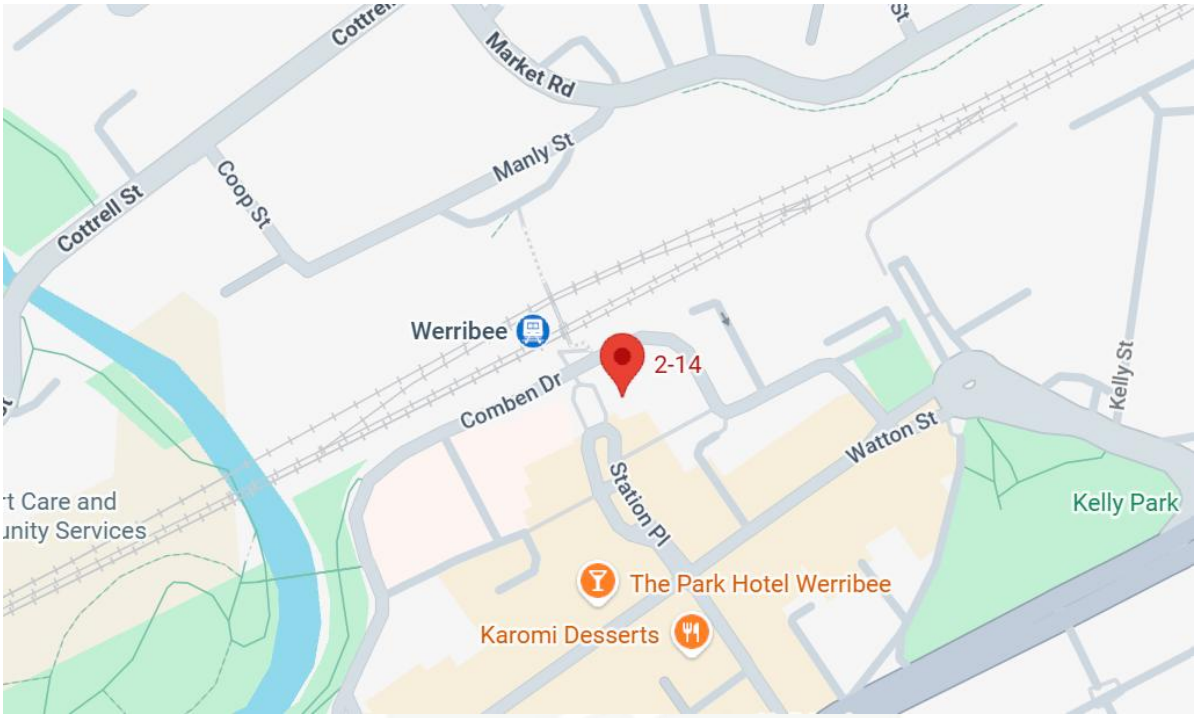
To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations, and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well. This includes our training partners, marketing brokers and salespeople where applicable.

As the RTO we have the responsibility to issue your AQF certification documents in line with our issuance policy as outlined in this Handbook.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

COURSE LOCATIONS

MELBOURNE - VICTORIA
Main Campus: Unit 19 2-14 Station Place, WERRIBEE, VIC, 3030



Arriving at campus by Rail
Closest train station is Werribee,

Bus Connections at Werribee Station

Werribee Station is a major bus interchange. Common routes include:

- **170** – Werribee → Tarneit
- **180** – Werribee → Hoppers Crossing → Werribee Plaza
- **181** – Werribee → Hoppers Crossing → Werribee Plaza
- **190** – Werribee → Wyndham Vale
- **192** – Werribee → Werribee South
- **439** – Werribee → Werribee South (incl. Werribee Zoo)
- **441 / 443 / 444** – Local Werribee/Wyndham routes

Buses depart from the interchange directly outside the station.

Arriving at the campus by Car

Werribee Station has:

- **Commuter car parks** on both sides of the station
- **All-day parking** (fills early on weekdays)
- **Accessible parking bays** near the main entrance

Facilities
Our classrooms are modern and flexible with internet access and Free Wi-fi

Workshop: 271-273 Macauley Road North Melbourne VIC 3051

All theory classes are conducted at the main campus at Unit 19 2-14 Station Place, WERRIBEE, VIC, 3030. For practical classes in building and construction courses will use the workshop.

CONTACT INFORMATION AND EMERGENCY CONTACTS

1. Main Campus Opening hours: 9.00 am – 5.00 pm (Monday – Friday)

Phone	(03) 8676 1899
Email	info@accord.edu.au
Address	Unit 19 2-14 Station Place WERRIBEE, VIC, 3030

2. **Operations Head:**

Name and contact details: Ritesh Patel

Email: ritesh@accord.edu.au

Phone: 0433540504 / (03) 8676 1899

Emergency Telephone Numbers:

Police, Fire, Ambulance – Dial 000

000	Emergency, Police, Ambulance, Fire Brigade (life threating situations only)
1800 333 000	Crime Stoppers https://www.crimestoppersvic.com.au/report-a-crime/
13 25 00	Victorian State Emergency Service https://www.ses.vic.gov.au/
13 11 26	Poisons Information Centre http://www.austin.org.au/poisons
13 11 14	Life Line https://www.lifeline.org.au
1300 22 4636	Beyondblue https://www.beyondblue.org.au
1300 60 60 24	Nurse On Call https://www2.health.vic.gov.au/primary-and-community-health/primary-care/nurse-on-call

Please go to https://www.vic.gov.au/safety-and-emergencies for further information

DHA Australia can be referred regarding visa inquiries. More information can be found on their website: http://www.homeaffairs.gov.au or Tel Dial: 131 881 **Department of Home Affairs (DHA)**

LOCAL MEDICAL CENTRES:

Name	Address	Phone Number
Werribee Medical and Dental Centra	1-5 Station Place, Werribee, VIC 3030	(03) 8734 0333
WestView Medical Centre	6 Synnot Street, Werribee, VIC 3030	(03) 9828 7525
The Clinic Complete Family Medical and Skin Centre	15 Princess Hwy, Werribee, VIC 3030	(03) 9741 1200
Minh Ha Compounding Pharmacy	7 Station Place, Werribee, VIC 3030	(03) 9741 2828
Chemist Warehouse Werribee	69-71 Watton Street, Werribee, VIC 3030	(03) 8527 1784
Werribee Discount Chemist	83 Watton Street, Werribee, VIC 3030	(03) 9741 2864
Werribee Mercy Hospital (Public)	300 Princess Hwy, Werribee, VIC 3030	(03) 8754 3000

TRANSPORT:

PUBLIC TRANSPORT VICTORIA PT

Public Transport Victoria (PTV) is committed to delivering quality customer service and helping to improve your travel experience. For up-to-date public transport information, view the information on this website call 1800 800 007. https://www.ptv.vic.gov.au/footer/customer-service/

1. **LOCAL TAXI COMPANIES** Silver Top Taxi: Book a taxi in Melbourne and Sydney - Silver Top Taxi, Taxi and Cabs Melbourne service. Book a taxi online or call 131008. 13CABS: 13cabs Australia - The hassle-free way to book a taxi Book 13CABS Online or Download the App - Melbourne Wide Service

2. **UBER**: Uber services are also available at the airport and there is a designated pick-up place available outside the airport for Uber customers. Install the Android or iPhone app.

BANKS IN AUSTRALIA

When choosing a bank, research your options to find the best fit. Major banks include Commonwealth Bank, Westpac, ANZ, and NAB, alongside smaller and international banks like Citibank. Many offer special student accounts, including those tailored for international students.

Considerations:

- **Fees:** Check service, ATM, and transaction fees.
- **Promotions:** Evaluate incentives and hidden costs.
- **Payment Methods:** Look for contactless payment options and understand account requirements, including deposits.
- **Online Banking:** Explore online and mobile banking for easy access and lower fees.

POST

The closest Post office is Werribee Post Shop

175 Watton Street, Werribee, VIC 3030 Phone 13 13 18

Post offices are open from 9:00am until 5:00pm Monday to Friday and till noon on Saturday.

LEGAL ASSISTANCE

If you need legal assistance, you can contact any of these as per requirements:

Commonwealth Overseas Student Ombudsman Commonwealth Overseas Student Ombudsman) is an independent external body to hear overseas student' appeals and complaints.
Information about commonwealth overseas ombudsman appeals and complaints procedures can be found on: Commonwealth Ombudsman Victorian Legal Aid www.legalaid.vic.gov.au Call 1300 792 387, weekdays from 8.45 am to 5.15 pm for free information about the law and the services available that you can access that can help you.

COURSES PROVIDED BY ACCORD COLLEGE

Accord College offers the following courses:

1. MSF30422 Certificate III in Glass and Glazing
2. CPC30620 Certificate III in Painting and Decorating
3. CPC50220 Diploma of Building and Construction (Building)
4. BSB50420 Diploma of Leadership and Management
5. BSB60420 Advanced Diploma of Leadership and Management

EDUCATION AGENTS

Accord College uses education agents to assist us in recruiting students. We have agreements with all of our Education Agents that ensure that all agents act in an ethical and honest manner, in the best interests of our key target group, international students, and to ensure that the reputation of the Australian international education sector is upheld.

A list of the education agents with whom we have an agreement is included on our website.

SELECTION AND ENROLMENT

Accord College welcomes applications from all students who meet the published entry requirements for each course. Applications are processed on a first-come, first-served basis. If a course reaches full capacity, you will be offered a place in the next available session.

We ensure that student selection is conducted responsibly and ethically, adhering to curriculum requirements. The College is committed to non-discrimination in all forms and complies with equal opportunity and anti-discrimination legislation. Applicants will be assessed by qualified staff through interviews and a pre-training review tool to determine if their qualifications and skills are adequate for program entry and likely to lead to successful competency achievement.

Our selection processes are inclusive, considering diverse backgrounds and the special needs of students, and we provide support strategies for disadvantaged individuals. The entry requirements are designed to be flexible, with no barriers based on age, gender, ethnicity, religion, political belief, family responsibilities, sexuality, or social and educational background.

To apply for enrolment, please complete the Applicant Enrolment Form available on our website, at reception, or through your agent. Along with your application, submit certified copies of your passport, academic transcripts, and proof of English language proficiency (within the last two years), such as IELTS or TOEFL. Other tests like PTE are accepted, provided they demonstrate an equivalent score of IELTS 6.0. Ensure all documents are translated into English if necessary. For courses with specific entry requirements, include the relevant documentation as detailed in the Course Outline, including verified qualifications and certified transcripts for any prerequisite competencies.

If you wish to apply for Credit, please indicate this on your enrolment form and provide certified copies of your transcripts for assessment. For more details, refer to the Credits section in this Handbook.

Once you have completed your enrolment form and gathered all the necessary evidence, send it to info@(03) 8676 1899.edu.au. You will be contacted to let you know the status of your enrolment and to confirm your details. We will also conduct a pre training review. Upon approval of your enrolment, you will be sent further information about the next steps, payment arrangements and how you can get started in your course.

ADMISSION REQUIREMENTS

1. **Age Requirement**
   International students must be at least 18 years of age.

2. **English Proficiency Requirement**

2.1. Accepted Evidence of English Proficiency:

a) Minimum IELTS Score: An IELTS score of 6.0 (with no individual band less than 5.5) or an equivalent result from another English test.

OR

b) In-House LLN Test: If no English proficiency test results (like IELTS, PTE, or equivalent) are available, students must complete an internal Language, Literacy, and Numeracy (LLN) test. To gain direct entry into the course at AC, students must achieve a minimum score of ACSF Level 3 or higher in Literacy. Based on this assessment, students may be enrolled directly in the course or may be required to undertake a specified period of English language study through ELCOS (English Language Intensive Courses for Overseas Students) with a registered provider.

This requirement aligns with the English language proficiency standards set for VET course qualifications.

2.2. English Language Proficiency for Visa Purposes

While meeting AC's English Language Proficiency requirements is essential, international students applying for a student visa may also need to fulfill additional requirements as mandated by the Department of Home Affairs (DHA). For more information, please visit Department of Home Affairs - English Language Requirements.

3. **Academic requirements:**

3.1. For Certificate III courses: You must have completed secondary or high school education equivalent to the **Australian School Certificate level (Year 10)** or an equivalent overseas qualification. Alternatively, an Australian Qualifications Framework (AQF) Certificate II or a higher qualification is also acceptable.

3.2. For Certificate IV and above: You must have completed secondary or high school education equivalent to the **Australian School Certificate level (Year 11)** or an equivalent overseas qualification. Alternatively, an Australian Qualifications Framework (AQF) Certificate II or a higher qualification is also acceptable.

The VCAA issues a Statement of Equivalent Qualification for individuals with overseas educational qualifications deemed equivalent to Year 11 or Year 12. For assessment of overseas qualifications' equivalence to Australian Year 11 and 12, **visit:** VCAA Equivalent Qualifications **here** https://www.vcaa.vic.edu.au/assessment/results/credit-recognition/credit-vce/equivalent-quals/Pages/Index.aspx

For comparable secondary qualifications by country, visit VTAC Overseas Qualifications **here https://vtac.edu.au/evidence/osquals**

Note: If an applicant's qualifications do not meet admission requirements, the college may consider other factors, including, Work experience, Attitude and aptitude, Previous academic results, etc. Verified evidence of these factors must be included with the application.

3.3. Academic Suitability for International Students: International students must complete a Language, Literacy and Numeracy assessment. This assessment determines the student's ACSF level in the core skills: Reading, Writing, Oral Communication, Numeracy, and Learning.

- For entry into Certificate III level qualification (AQF 3 level), expected core skills to successfully complete the course is ACSF Level 3
- For Certificate IV and higher qualifications (AQF Level 4 and above): The expected core skills required for successful completion are ACSF Level 4.

*Commencing students may be **one level lower in literacy and/or numeracy** for enrolment.* However, they are expected to achieve the required ACSF level with support throughout their course of study. AC will offer support and guidance to students who require LLN Support.

Students must also meet any individual course special entry requirements as specified by the College.
Computer requirements: Students are required to use a computer to access study materials, do research, prepare assessments, make notes and communicate with trainers, support staff and/or other students. Students are also required to bring a laptop or tablet computer while attending classes.

4. **Language, Literacy and Numeracy Support**

Accord College is committed to supporting students with the successful completion of their studies and the development of the skills and learning that they want to achieve in their enrolment.
As part of this AC assesses the student's language and literacy skills prior to the commencement of the course. This assessment is conducted to identify in advance, any support that individuals may need to successfully complete the course.

4.1.1. AC Academic staff have established the required Australian Core Skills Framework (ACSF) levels for each course. Where a student doesn't meet the course levels, they will be consulted, and a Support Plan will be developed to suit their needs. This plan is monitored to ensure that the support provided is effective. Adjustments may be made in consultation with the student as the course progresses.

4.1.2. **Additional Learner supports may include:**

- Additional learning resources access (including ICT),
- Mobility and access flexibility
- Language, Literacy, and Numeracy (LLN) Support: Access to LLN programs or referrals to specialised services to assist learners in improving essential skills
- Support at the workplace during practical placement
- Mental health support, and service referral
- Addressing other circumstances that could impact student course progress in a timely manner.
- Where a student has been identified for support, the Trainer/Assessor is advised in advance to ensure the plan can be effective.

4.1.3. If a student is found to need additional literacy and numeracy (LLN) support and this was not identified at the time of their application, then their trainer/assessor may give them extra time and support.

4.1.4. If the LLN deficiency clearly inhibits the student's ability to complete their course, then they may be advised to defer their course and to enrol in a suitable English course. Upon completion of this English course, they can resume their original studies.

REASONABLE ADJUSTMENT

The Anti-Discrimination Act uses the principle of reasonable adjustment to ensure that people with disabilities are treated equally. This means that 'reasonable' adjustments must be made wherever possible; to meet the needs of a student with a disability.

At AC we can do the following to assist with your requirements for reasonable adjustment:

- Make training and assessment materials and methods more accessible
- Training and assessment methods that suit most students may hinder access for some students with a disability
- AC is able to present information through a range of methods to assist students with a disability
- Adapt the physical environment and equipment to better suit the student with disability
- Students requiring reasonable adjustment, should speak to their Trainer or the SSO.

STUDENT ORIENTATION PROGRAM

An orientation program is conducted before College's classes begin. Attendance is compulsory for all international students. The program includes an introduction to Accord College, its services and facilities as well as an introduction to the Australian culture, society and life. Students are also introduced to the academic culture and rules of the College that are necessary for successful study.

The orientation program also involves social activities, which will help you to meet other students and familiarise yourself with the College and surroundings.

Apart from the Student Orientation Program, the SSO will occasionally organise social events that allow all students enrolled with AC to mingle and socialise. These events may range from cultural and sightseeing events, to dinners, excursions, get together parties and sporting events. They will be organised as demand requires and any suggestions can be forwarded to the SSO.

The orientation program will provide information about:

- Support services available to assist overseas students to help them adjust to study and life in Australia
- English language and study assistance programs
- Any relevant legal services
- Emergency and health services
- Emergency exits, location/access to first aid kit, evacuation procedures
- Accord's facilities and resources
- Complaints and appeals processes

- Requirements for course attendance and progress
- The support services available to assist overseas students with general or personal circumstances that are adversely affecting their education in Australia; and
- Services overseas students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman
- Trainer and Assessor information
- Course information including key teaching and support staff, course outline, training and assessment information, competency-based assessment, duration, timetables, assessment outcomes and certification on completion and learning outcomes
- Accord College's policies and procedures including Privacy Policy
- Course deferment, suspension, withdrawal and transfer, Credit transfer and RPL
- Fees charges and refund policy and procedure
- Living and Study in Melbourne
- International student rights and obligations including Student Visa (subclass 500)
- Student Code of Conduct
- Academic Integrity including Accord College ZERO tolerance policy on plagiarism, cheating and collusion
- Access to public transport
- ESOS Framework
- Entry requirements/LLN requirements
- Access and Equity.

Along with general orientation activities, new students may have needs or issues requiring specific support and interventions. At AC, it is mandatory for new students to attend the orientation and sign the orientation and induction pack. Whilst all staff employed by AC have the responsibility to provide support to all students, AC shall nominate a 'SSO' (Student Support Officer) who shall be available to all students, on an appointment basis, during the standard AC business hours.

Students can contact the nominated SSO on 8676 1899 anytime in case of emergency.

Name: Jeliza Sanchez
Email: Support@accord.com.au

Role of the Student Support Officer (SSO) in Supporting Students

AC is committed to ensuring that all staff members who directly interact with students understand the obligations under the ESOS framework and the potential implications for students. This critical information is communicated during staff meetings and integrated into AC's policies.

Students have unlimited access to our student support services through the SSO, as well as local welfare services. If a student's concern exceeds the SSO's expertise, they will be referred to a qualified professional for assistance.

The SSO addresses inquiries related to student progress, course requirements, satisfactory attendance, and will refer students to other staff as necessary. Additionally, the SSO provides guidance on general welfare issues. They are authorised to refer students to professional welfare assistance, such as social workers or legal aid. The SSO will document all support services provided to each student and ensure these details are included in the student's file.

UNIQUE STUDENT IDENTIFIER (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognised training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrols in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must either:

- Provide us with your USI, or
- Provide us with permission to access or create your USI on your behalf.

For information about exemptions for individuals please review this webpage: https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-individuals/how-apply

If you are providing us with permission to access or create your USI we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

If you would like to create your own USI, please visit: http://www.usi.gov.au/Students/Pages/default.aspx

We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.

CREDITS

A credit is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

Accord College can grant you credit towards your course for units of competency or modules that you have already completed with another RTO or authorised issuing organisation. We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit/ module in your course, and the subject or unit you have completed. There is no charge to apply for Credit.

To apply, fill in the Credit Application Form and submit it as part of your enrolment/application. You can apply for Credit at any time however it is best you do this as part of your enrolment so that Credits are known upfront, and you are not required to do any work that you otherwise may not have needed to do.

Make sure you attach certified copies of transcripts from your previous study. In some cases, we may ask for additional information about the subject or unit you previously studied so we can determine equivalence. Your Credit Application may be returned to you if you don't provide the required information.

In some cases, Credits may lead to a reduction in the course fees as there is less work involved in offering your course. This will be advised to you in writing.

You will be advised in writing of the outcome of your Credit Application.

RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.

Accord College has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You should ideally apply for RPL at the time of enrolment, but you may also apply up to 2 weeks into your course.

If you think RPL is a suitable option for you, the first step is to contact your trainer/assessor or our office and have a conversation about whether or not RPL might be suitable for you. Suitability is often determined on how much experience you have in a certain area, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with a kit that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence.

A trainer/assessor will be available to assist you throughout this process.

To apply for RPL, you will need to fill in a part of the kit and return it with an RPL Application Form. Your application will then be assessed for suitability, and you will then be contacted by an assessor to progress the RPL process.

From here, usually the RPL process involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and depending on the area, observation of your work skills in your workplace.

Fees are applicable for Recognition of Prior Learning, and you will be advised of these fees upon contacting us.

For more information about submitting an application for RPL, contact the head office.

Reduction of Course Duration as a result of Credit or RPL

If Credit or RPL is granted after the acceptance of a place in a course or on commencement of studies and will affect the duration of studies, Accord College will provide you with a new Confirmation of Enrolment Letter (CoE) including the new duration.

VISAS

Once you receive your electronic Confirmation of Enrolment, you will need to apply for your visa. Information about applying for a visa can be found at:

https://www.homeaffairs.gov.au/trav/stud

This document explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, permission to work, Overseas Student Health Cover and charges associated with the visa application. You may wish to use a registered migration agent to assist you with the process of applying for a course to arrival at Accord College and including assistance with visas. Contact us for details of the education agents that we use. Ensure that you allow enough time between lodging your application and the start of your course, as applying for a visa can be a lengthy process.

VISA CONDITIONS

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa. See more information at the following link:

https://www.homeaffairs.gov.au/trav/stud

Conditions include (but are not limited to) that you must:

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study
- Only work if you have been given permission to do so as part of your visa grant
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Notify us of your Australian address and any subsequent changes of address within 7 days
- Complete the course within the duration specified in the CoE
- Must remain with the principal education provider for 6 months of your principal course unless you are issued with a letter of release from the education provider to attend another institution.

ARRANGING TRAVEL AND DOCUMENTS TO BRING

Costs of travelling to Australia are not included in your course fees and you will need to arrange and pay for your travel to Australia. You should plan to arrive in Australia at least 2 weeks before your course orientation to give you time to settle in.

You will need to prepare a folder of official documents to bring with you to Australia including:

- Valid passport including a valid student visa
- Your Confirmation of Enrolment (CoE)
- Insurance policies

- Original or certified copies of documents such as your birth certificate, medical records and educational qualifications as advised by Accord College at the time of confirmation of enrolment.

If you are travelling with your family, you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

ENTRY INTO AUSTRALIA

When you arrive in Australia, you will need to show your passport and incoming passenger card at a Customs and Immigration checkpoint. You may be asked questions about your stay before your passport is stamped and handed back.

Once you have passed through the Immigration checkpoint, you should collect your bags ensuring that you check your baggage and check that nothing is missing or damaged. If something is missing or you notice damage, go to the baggage counter and advise them of your problem. Staff at the baggage counter will help you to find missing baggage or lodge a claim for damage to your belongings.

Once you have your luggage you will go through customs where your luggage may be checked. Australia has strict quarantine laws to stop people from bringing in certain food and plant items. You should declare any items that you are bringing in on the form given to you on the plane. If customs officers decide that the items you are bringing in are not safe, they will be confiscated and destroyed. If you fail to declare or dispose of any quarantine items, or make a false declaration, you may receive a fine or be prosecuted. All international mail is also screened and checked by customs.

If you want further information, visit the Australian Border Force website at https://www.abf.gov.au/entering-and-leaving-australia/can-you-bring-it-in **and** https://www.australia.com/en/facts-and-planning/visa-and-customs/australia-customs-and-biosecurity-faqs.html

ARRIVING IN AUSTRALIA

Getting from Location airport to your accommodation

You can reach CBD, Melbourne, from the airport by:

- book individual pick-up directly with Togoto via email at togoto@togoto.com.au
- taxi (approximately 30 minute trip, A$70 - $80)
- rideshare including: Uber, Sheba (all women rideshare) and Didi
- a shuttle service such as the SkyBus from the airport to the Southern Cross Railway Station. The SkyBus timetable can help you plan your journey
- for public transport connections to the Campus, visit the Public Transport Victoria website

Public transport in Melbourne

- To travel on Melbourne's public transport system (trains, trams and buses) you will need to buy a Myki card and keep it topped up with enough money for your next trip.
- Southern Cross Station is the central station linking all metropolitan train lines and regional train services and is walking distance to anywhere in the city.
- Flinders street and Southern Cross train stations also links you to Melbourne's tram network. Plan your journey and manage your myki with the PTV mobile app.
- You can get all over Melbourne with our train and tram network.

Keeping in contact

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. For safety reasons, always let someone know where you are.

Arranging your finances

The currency of Australia is the Australian Dollar. Ideally, you should change your money into Australian dollars before you arrive but if you haven't you will need to change some as soon as you arrive – you will usually be able to do this at the airport.

Once you have arrived, you can also change more money into Australian dollars at any bank or currency exchange. Note, however, that banks are not open on the weekend and while airport currency exchanges are generally open, the rate is usually not as good as with a bank.

You should not carry large sums of money with you, and it is best to only have the money that you will need for the first few days and then arrange to have the rest of the funds transferred to you in Australia.

The amount you will need to bring with you will depend on whether you have already paid for your accommodation before you arrive. Think about how much money you will need to last you for a couple of weeks.

Find out more about money matters by visiting https://immi.homeaffairs.gov.au/settling-in-australia/settle-in-australia/key-settlement-topics/managing-your-finances

ACCOMMODATION

It is best book temporary accommodation before you arrive and look for long-term accommodation once you get to Australia. Temporary accommodation could be a hotel or hostel. Temporary accommodation can be found through:

https://studymelbourne.vic.gov.au/living-here/accommodation

You can also stay with a family in their home. For more information visit:
- Oz Homestay
- Aussie Families Homestay Care,
- Homestay Network
- Meridian Homestay Services
- Global Experience
- Australian Homestay Network

There are a range of long-term accommodation options for international students. For example;

Private rental

A private rental is where you sign a lease for a whole apartment or house. The lease will include the rent payable, the bond (a refundable amount once you leave the rental), the length and type of tenancy, and other conditions and rules.

Share house

A share house is when you share a private rental with friends or housemates. All tenants are listed on the lease and pay their own share of rent and bond.

Boarding or homestay

Boarding or homestay is when you rent a room in a home and live with the home owners. This is a private agreement between you and the home owner.
It is important to remember that as an international Student, you have the same renting rights as local residents. Review the information below about renting and tenants' rights.

https://www.consumer.vic.gov.au/internationalstudents

BRINGING YOUR FAMILY WITH YOU

If you intend to bring your family with you, they will also need to have a visa and be covered by health insurance. Family members include your partner (married or de facto) and your children under 18 years of age. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates. For more details, visit www.immi.gov.au

Where you have dependent children that need to attend childcare or school, you should be aware of the following costs:

Typical childcare costs in location are as follows

- Centre-based childcare AUD$80 to AUD$180 per day
- Family day care $7.50-$16.80 per hour dependent on location and service
- Nannies AUD$30 to AUD$45 per hour
- Au pairs (living in your home) $350-$450 per week (+agency fee)

Find out more at: https://www.careforkids.com.au/

For school children, current costs range from $2,325 for primary **school kids to $4,212 per secondary student per year** , costs vary depending on the school year.

To find out more about application processes and costs go to:

https://www.vic.gov.au/school-costs-and-fees

You should also be aware that the above costs for childcare and schooling are in addition to living costs as outlined in the section on living costs.

HEALTH

Emergencies

For emergencies such as fire, ambulance or police, phone 000. When you dial 000, you will be asked whether you want fire, ambulance or police and why you want this assistance. You will also be asked for your name and address and telephone number.

Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe.

Fire

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.

Ambulance

Ambulances provide immediate medical attention in an emergency and emergency transportation to hospital. To access an ambulance, call 000.

Medical assistance

Emergency medical treatment is available 24 hours a day at the emergency or casualty department of a public hospital, or at some medical centres. Public and private hospitals are listed in the White Pages telephone directory under 'Hospitals' and you can also find them by searching on the internet. If you need to go to hospital, remember to bring your health insurance card and any medicines you are currently taking. For anything other than an emergency, seek medical help from a general practitioner (GP) or local medical centre.

Overseas Student Health Cover

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Australia to cover you from when you arrive. The Department of Home Affairs (DHA) requires you to maintain OSHC for the duration of your time on a student visa in Australia.

You can choose to take out OSHC with a provider recommended by us, or with the Australian OSHC provider of your choice. There are five providers of OSHC in Australia. Visit these websites to find detailed information on what they cover and to decide which provider is right for you.

- Australian Health Management OSHC www.ahmoshc.com
- BUPA Australia www.overseasstudenthealth.com
- Medibank Private www.medibank.com.au/Client/StaticPages/OSHCHome.aspx
- OSHC Worldcare www.oshcworldcare.com.au
- NIB OSHC www.nib.com.au/home/newtonib/overseasstudents

Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia, and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency.

For more information on what your OSHC insurance covers, as well as what to do if you need treatment, refer to the Department of Health and Ageing's (DoHA) Frequently Asked Questions.

OSHC does not cover dental, optical or physiotherapy. If you want to be covered for these treatments you will need to buy additional private health insurance, such as:

- Extra OSHC provided by some OSHC providers;
- International travel insurance; or
- General treatment cover with any Australian private health insurer. You can find a list of these providers and search for the one that suits you best at www.privatehealth.gov.au or www.iselect.com.au

Living Costs in Australia

Migration regulations in Australia require international students to show evidence that they can contribute to the cost of living and studying in Australia. This helps to ensure students are better able to make the most of their studies and have a safe and enjoyable experience in Australia.

While international students are able to supplement their income with money earned through part-time work in Australia, the 'living costs' requirement helps to support the success of students in their studies by ensuring that they don't have to rely on such work to meet all their expenses.

Students must demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay in Australia.

The following web site includes information about average living costs in Australia:

https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs

Carefully review the information at the web site link noting that the figures provided are average only and that costs can vary significantly depending on where you live in Australia. You should be prepared in case your living costs are greater than the indicated figures.

BUDGETING

Once you've settled in, you should ideally work out a budget that covers costs including clothing, food, accommodation, transport and entertainment, travel costs and child care, if applicable.

Costs associated with living in Australia are included at:

https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs

It is important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes.

Read more about budgeting at www.understandingmoney.gov.au

WORKING IN AUSTRALIA

Most student visa holder can work up to 45 hours a fortnight during term time and as many hours as you like during holidays. Before you undertake any paid work, you need to make sure your visa allows you to work. Find out more at the https://www.homeaffairs.gov.au/trav/stud

You should also visit the following website to find out more about working in Australia, including your employment rights and conditions.

https://www.studyaustralia.gov.au/en/work-in-australia

If you require any further information about your workplace rights and obligations, for example, resolving a workplace dispute, visit the Fair Work Ombudsman site at www.fairwork.gov.au

YOUR SAFETY

Australia is a safe country. However, it's always best to take precautions. Read the information at the following web site about personal safety tips:
https://www.studyaustralia.gov.au/en/life-in-australia/safety-in-australia
You should also review the section in this Handbook about health and safety and remember to listen carefully to all of the information provided to you at your orientation.
If an incident occurs that has a significant impact on your well-being, please speak to us immediately at the contact numbers provided. An incident may be both physical and/or psychological.

SHOPPING

All Australian major town centres and capital cities shopping facilities with opening hours generally 9.00am to 5.30pm seven days a week, with late night shopping until 9.00pm on Thursdays or Fridays. Some supermarkets are open 24 hours a day seven days a week.

Mainstream grocery stores in Australia include Coles, Woolworths, Foodworks, IGA and Aldi. Major department stores in Australia include Myer and David Jones, Big W, Kmart and Target.

Clothing

While there are no set rules on clothing in Australia, however many workplaces, restaurants, clubs and bars have a dress code. Australian people generally dress in modern clothing influenced by personal taste, status, place of work, lifestyle and location.

The cost of clothing in Australia can vary. There are a number of quality variety stores such as K-Mart and Big W where you can find low cost clothing and shoes of all varieties. Department and specialty stores such as Myer and David Jones carry more expensive higher end clothing labels.

For more information about the cost of living, visit the Study in Australia website at:

https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs

COURSE INDUCTION

The below may differ depending on your delivery mode and offering. Adjust accordingly.

At the start of your course will be provided with an induction. The induction will provide you with specific details about your course requirements, important dates and will be an opportunity to meet your trainer and the other students in your course.

As an international student you will also be provided with information on:

- details of internal and external support services available to assist in the transition into life and study in Australia. Such services include welfare services, accommodation services, academic and career advice, IT support, and student learning assistance, English language support and social inclusion activities.
- legal, emergency and health services
- safety and awareness relevant to life in Australia (see also the section in this handbook on health and safety and critical incidents)
- information on how to see assistance for and report an incident that impacts significantly on your well-being, including critical incidents
- facilities and resources
- organisational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals.
- student visa conditions relating to course progress and attendance.

The induction will also provide you with important information about health and safety requirements including emergency evacuation procedures, critical incidents and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student.

The induction also provides an opportunity for you to ask any questions you might have about studying with us. During this induction, we also make sure that we have all the required forms and paperwork filled in.

At your induction you will receive your first set of learning materials so that you can start on your learning journey.

General housekeeping arrangements are also discussed as stated in the section below.

STUDENT CODE OF CONDUCT

1. Student's rights

All students have the right to:

- Be treated fairly and with respect by all students and staff
- Learn in a supportive environment which is free from harassment, discrimination and victimisation
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised
- Have their personal details and records kept private and secure according to our Privacy Policy

- Access the information Accord College holds about them
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution
- Make appeals about procedural and assessment decisions
- Receive training, assessment and support services that meet their individual needs
- Be given clear and accurate information their course, training and assessment arrangements and their progress
- Access the support they need to effectively participate in their training program
- Provide feedback to Accord College on the client services, training, assessment and support services they receive
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

2. Student's responsibilities

All students, throughout their training and involvement with Accord College, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others
- Not harass, victimise, discriminate against or disrupt others
- Treat all others and their property with respect
- Respect the opinions and backgrounds of others
- Follow all safety policies and procedures as directed by staff
- Report any perceived safety risks as they become known
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others
- Notify us if any of their personal or contact details change
- Provide relevant and accurate information to Accord College in a timely manner
- Approach their course with due personal commitment and integrity
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet
- Make regular contact with their Trainer/Assessor
- Prepare appropriately for all assessment tasks, visits and training sessions
- Notify Accord College if any difficulties arise as part of their involvement in the program
- Notify Accord College if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity
- Make payments for their training within agreed timeframes, where relevant.

All students are expected to abide by this Code of Conduct during their participation in their course with Accord College. Students who do not abide by this Code of Conduct will be followed up through the disciplinary procedures.

COURSE EXPECTATIONS AND REQUIREMENTS

The training and assessment offered by Accord College focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency based training and assessment. Each of the components of your course is a "unit of competency". You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance.

Assessment methods vary from course to course but usually include written questions, projects, written assignments, and practical observations.

ATTENDANCE AND HOMEWORK REQUIREMENTS

It is an expectation that you attend every class so as to not fall behind. Please notify your trainer at least 30 minutes prior to class if you are unable to attend for some reason.

There will also be an expectation that you complete a certain amount of homework each week in order to finish learning and assessment tasks required for completion of your course. Your trainer will guide you on what to do during this time and how much is expected. This is also outlined on the course information.

ASSESSMENT ARRANGEMENTS

At the beginning of each unit your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.
At this time you will:

- Be provided with detailed assessment instructions for each task/requirement, which includes the criteria that you'll be assessed against
- Be informed of relevant due dates or timing of assessments to be conducted.

Your assessor will go through all of the arrangements with you, and you can ask them any questions you have.

Submitting your assessments

You must submit assessment tasks with a completed and signed Assessment Task Cover Sheet. The cover sheet asks you to make a declaration that the work is your own. Assessments will not be accepted without a signed cover sheet.

Assessments can be submitted directly to the trainer/assessor or submitted.

You must keep a copy of all assessments/tasks that you submit as we are not able to return copies because we must keep them as evidence in your file.

Assessments will be marked within 14 working days of receipt. Your assessor will provide you with written feedback and confirm the outcome of the task on the Task Cover Sheet.

Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC). You can have 2 further attempts to complete the task and achieve a Satisfactory outcome. You will be given a timeframe for your resubmission and advised what you must include in your re-submission.

If, after the third attempt, you are still assessed as Not Satisfactory for a task, you will need to complete additional training and assessment to support you in achieving a Competent outcome. This may incur an additional fee for self-funded students as identified in the Fees Charges and Refund Policy.

Reasonable adjustment in assessment

Some students may need modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment.

Reasonable adjustment can involve:

- Making training and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops
- Making changes to the assessment arrangements e.g. more time allowed for assessments
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally.

Please speak to your assessor if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs.

Appealing assessment decisions

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.

STUDENT PLAGIARISM, CHEATING AND COLLUSION

Accord College has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again. Students who will be found guilty of plagiarism or cheating in more than one occasion (after been notified by the College) will see their enrolment with Accord College at risk of being cancelled for academic misconduct.

SUPPORT SERVICES

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and maths.

The enrolment form you complete will help us to identify any support you need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy and numeracy skills. Based on the information you provide in your enrolment and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs.

Your support needs can also be discussed during the induction to your course.

Services that we can offer to you include:

- One to one support from our trainers/assessors including providing you with their phone and email contact details
- Classes to assist with study skills
- Study groups where you can work with your fellow students
- Referral to relevant external services
- Specialist support services for students with a disability
- Personal counselling.

Contact us to discuss your support needs.

WELFARE SERVICES

We can also offer you a range of welfare services to help with the mental, physical, social and spiritual well-being of international students. These services may include, through referral, information/advice about: accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. It may also include advice on academic and study issues.

Internal welfare services will be provided at no additional cost to the student. However, where a student is referred to an external provider, the student will be responsible for meeting the costs of the provider. AC does not charge for such referrals to the provider. Contact us for details about welfare services we can offer.

EXTERNAL SUPPORT SERVICES

For students requiring additional support with their studies, work or life, Accord College provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you.

Reading and Writing Hotline

Telephone: 1300 655 506 Website: https://www.literacyhub.edu.au

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

The Hotline can provide you information about:
- Classes close to you
- Help by mail or computer
- Teachers and other people who can help
- Websites and books that can help you to learn.

Lifeline

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Fair Work Australia

Telephone: 1300 799 675 Website: www.fwa.gov.au/index.cfm

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

Reach Out

Website: www.reachout.com.au

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health

and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

MAINTAINING YOUR ENROLMENT AND COURSE PROGRESS

You must meet course progress requirements in order to satisfy the conditions of your visa. These course progress requirements will be clearly explained to you during the orientation program.

Accord College will assist you to meet course progress requirements by monitoring your progress and providing you with the relevant support at an early stage. Accord College uses a range of methods to monitor course progress including review of participation in tuition activities and assessment tasks. Where we consider you are at risk not meeting course progress requirements, we will issue you with a first warning letter inviting you attend a meeting to discuss why you are not meeting course progress requirements and support that you required. We can provide you with a range of support from extra time to complete tasks or a reduced study load to study skills programs to meet course progress requirements. Agreed support will be documented in an Intervention Strategy that both you and the RTO representative will sign.

Following the provision of this support, if your progress is still unsatisfactory, you will be sent a second warning letter and again inviting you to a meeting to discuss why you are still not meeting satisfactory course progress requirements and to discuss new or revised support arrangements. A second and final Intervention Strategy will be created to support you in achieving satisfactory outcomes.

Where you continue not to meet course progress requirements, you will be reported to DHA for not meeting course progress requirements. DHA will make the final decision on whether your visa will be cancelled because of your unsatisfactory course progress.

You may appeal Accord College decision to report you to DHA. However, an appeal will only be considered if Accord College has not recorded or calculated the student's marks correctly, has not provided appropriate support as set out in this policy, has not implemented other policies such as assessment and feedback which could impact on the student's results or there are compassionate or compelling reasons which have contributed to the unsatisfactory progress. Circumstances that are considered to be compassionate or compelling circumstances include (but are not limited to):

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies.
- A traumatic experience which has impacted on the student and which could include involvement in, or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports); or
- Where Accord College is unable to offer a pre-requisite unit.
- Where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.

Where your study load is reduced due to difficulties with meeting course progress requirements, this may mean that you will need to do additional subjects in future sessions to complete your course in the time specified in your student visa. For further details refer to Monitoring Course progress policy and procedure on our website.

COURSE TRANSFER POLICY

- All decisions made by AC with regard to student transfer requests will be made in accordance with AC's Course Transfer policy and procedure, will be fair and take into account the student's individual circumstances and any other relevant factors.

1. **Transferring from another registered provider**
   - AC will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the overseas student completing six months of his or her principal course unless one or more of the following conditions apply:
     - the releasing registered provider or the course in which the student is enrolled has ceased to be registered;
     - the releasing registered provider has had a sanction imposed on its registration by ASQA that prevents the student from continuing his or her principal course at that registered provider;
     - the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS;
     - 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.
2. **Transferring to another registered provider**
   - For AC students seeking to transfer to another registered provider's course of study prior to completing six months of their principle course, the transfer request will be assessed and granted in any of the following circumstances:
     - the student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with AC's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements).
     - there is evidence of compassionate or compelling circumstances. These could include, but are not limited to:
     - serious illness or injury, where a medical certificate states that the student was unable to attend classes.
     - bereavement of close family members such as parents or grandparents (supported by a death certificate where possible).
     - major political upheaval, pandemic, or natural disaster either requiring emergency travel or making it dangerous or impossible to travel to Australia.
     - a traumatic experience that has impacted on the student which could include involvement in, or witnessing of a serious accident or witnessing or being the victim of a serious crime (supported by police or psychologists' reports).
     - inability to begin studying on the course commencement date due to delay in receiving a student visa.
     - Where AC is unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.
     - AC fails to deliver the course as outlined in the student agreement.
     - there is evidence that the student's reasonable expectations about their current course are not being met.
     - there is evidence that the student was misled by AC or an education or migration agent regarding AC or its course and the course is therefore unsuitable to their needs and/or study objectives.
     - an appeal (internal or external) on another matter results in a decision or recommendation to release the student.
   - A transfer to another course will not be granted where:
     - The transfer may jeopardise the students' progression through a package of courses
     - The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student. In this case, the student will be requested to wait

a further 4 weeks before applying for a transfer to another registered provider during which time the full range of support services will be provided for the student
- The student is at risk of not progressing or meeting attendance requirements, and has not engaged with AC's intervention strategy
- There are no legitimate compassionate or compelling circumstances.

- In order for a request for transfer to be considered, students must provide:
  - A complete, signed and dated *Application for deferment, suspension, cancellation withdrawal* form and,
  - A valid offer of enrolment from another registered provider
  - Evidence of compassionate/compelling circumstances if applicable.
- The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.
- Where the decision is made to refuse a course transfer:
  - The student will be informed in writing of the reasons for the refusal and their right to access the Complaints and Appeals process within 20 days.
  - If the student appeals and the appeal finds in favour of a student wishing to transfer, the student will be released on PRISMS
  - The refusal status will not be finalised in PRISMS until the complaints and appeals process is finalised within the 20-working day period or the student withdraws from the course
  - There is no cost in releasing students. However, where a student transfers to another registered provider, any refund of course fees, where applicable, will be paid will be in accordance with AC's *Fees Charges and Refunds Policy and Procedures*.

3. **Transferring to another course offered by AC**

- Students may transfer to another course offered by AC in the following circumstances:
  - Where it is considered that the course that the student wishes to transfer to;
  - better meets the study capabilities of the student; and/or
  - better meets the long-term goals of the student, whether these relate to future work, education or personal aspirations; and/or
  - Or, where the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.
- A transfer to another course within AC will not be granted where:
  - The transfer may jeopardise the student's progression through a package of courses
  - The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student
  - The course is the same or higher AQF level and the student is at risk of not meeting course progress and/or attendance requirements
  - The student has been issued with a notice of intention to cancel for any reason.
- In order for a request for transfer to be considered, students must complete an Internal Course Transfer Application Form.
- The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.
- Cost involved in transferring to another course plus any refund of course fees paid for the student's current course will be in accordance with AC's Fees Charges and Refunds Policy and Procedure.

4. **Visa advice**

- All students who are either considering a course transfer, or have had their transfer request approved, will be advised that they must contact the Department of Home Affairs to seek advice

on whether a new visa is required. To find out more about visa requirements, students will be advised to contact DHA by phoning 131 881 or reviewing the following website https://immi.homeaffairs.gov.au/

5. **Records**

- All records relating to course transfers will **be kept for two years after the student ceases to be an enrolled student. This includes requests for release**, the assessment of the request and the decision.

DEFERRAL, SUSPENSION AND CANCELLATION

Requests from students for deferral and suspension of studies will only be granted in compassionate or compelling circumstances which are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies
- a traumatic experience that has impacted on the student which could include involvement in, or witnessing of a serious accident or witnessing or being the victim of a serious crime. Such cases supported by police or psychologists' reports
- where AC is unable to offer a pre-requisite unit
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

These circumstances are an example of what may be considered compassionate or compelling circumstances however, each case will be assessed on its individual merits.

Accord College may suspend or cancel a student's enrolment for reasons including misbehaviour (e.g., plagiarism), failure to pay fees, or breaches of course progress and attendance requirements. Before any suspension or cancellation, students will be notified in writing and informed of their right to appeal within 20 working days. Enrolment changes cannot take effect until the appeals process is completed, unless health or safety is at risk. Students can withdraw from their course for specific compassionate reasons or if they are no longer on a student visa. Records of all deferrals, suspensions, and cancellations will be maintained in the student's file.

(For detailed information, please refer to Deferral, Suspension and Cancellation Policy and Procedure).

CHANGE IN VISA STATUS

Deferment, suspension or cancellation of a student's visa may affect the student's visa. When a student's enrolment is deferred, suspended or cancelled, Accord College will notify the Department of Education and Training via the Provider Registration and International Student Management System (PRISMS) of the change in enrolment status.

Students are to refer to the DHA web site at https://www.homeaffairs.gov.au/trav/stud or telephone 131 881 for information and their local DHA office for advice on how the potential change to enrolment status may impact upon his or her visa.

Regardless of whether the suspension of enrolment is the result of a student request for suspension or a suspension imposed by AC, the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.

Where a suspension of enrolment is granted, AC will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the suspension is required for longer than 12 months the student shall have to re-apply once the initial suspension period has expired

If a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist). Students will be referred to DHA via the DHA helpline on 131 881 regarding whether they may remain in Australia during a period of suspension of enrolment.

Accord College will always use its professional judgement to assess each student's case on its individual merits when determining whether compassionate or compelling circumstances exist.

In cases, where a student's enrolment is cancelled, the student must leave Australia, obtain enrolment in an alternative course or apply for a different visa within 28 days of cessation. If the student leaves Australia, the student's visa will be cancelled. A student who has left Australia and wishes to return to his or her studies must apply for a new student visa.

YOUR FEEDBACK

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes so we are always striving to do better.

All students and employers will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

We also welcome feedback from you at any time by email and phone.

ACCESS TO YOUR RECORDS

You may access or obtain a copy of the records that Accord College holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing to the Student Support Officer using the Access to Records Request Form outlining which records you wish to access. There is no charge to access your records however there is a cost of 20c per page for photocopying.

Within 10 days of receiving a request, you will be advised that they you may either access the records in person or that the requested records will be sent to your home address.

Amendment to records

If a student considers the information that Accord College holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate, but the record is found to be accurate, the details of the request for amendment will be noted on the record.

NOTIFYING CHANGES

As an RTO under the VET Quality Framework and CRICOS Education Provider under the National Code, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This would include if there were any changes of ownership, and any new third party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO.

If this occurs, Accord College will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or an SMS message.

Please make sure we always have your most current home address, email address, mobile number and emergency contact on file so we can notify you of any changes if applicable.

You can let us know of any changes to your details by using the Change of Details Form. As an international student, you are required to provide this form to us within 7 days of any change occurring,

LEGISLATION AND YOU

As a student, you have both rights and responsibilities under applicable legislation.

Education Services for Overseas Students

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2018.. For more information about your rights and responsibilities under the ESOS Framework, visit the following website:

https://internationaleducation.gov.au/regulatory-information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Act/Pages/default.aspx

If you are unable to access this information, contact us via email or phone and we will provide the information to you.

You also have certain rights and responsibilities under the following legislation as discussed below.

Workplace Health and Safety

Under the Workplace Health and Safety Act 2011, Accord College must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. Accord College has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor
- Seek assistance from a member of staff if you become ill or injured on campus
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance
- Complete an incident report as required
- Ensure you are familiar with Accord College emergency evacuation procedures and in the case of an emergency, follow the instructions given to you
- Do not leave bags or personal belongings lying around where someone else could trip over them
- Do not smoke or drink alcohol on the premises
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc.

Harassment, victimisation or bullying

AC is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. Accord College will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per Accord College Complaints and Appeals procedure and detailed in this Handbook.

Australian Privacy Principles

Information collected during your enrolment in order to meet our obligations under the ESOS Act and the National Code 2018; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Information collected about during your enrolment can be provided by AC, the Commonwealth including the TPS or state or territory agencies, in certain circumstances, to the Australian Government and designated authorities; in accordance with the Privacy Act 1988. In other instances, information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.

Under the Data Provision Requirements 2020, AC is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this document and during the course of your study), may be used or disclosed by AC for statistical, administrative, regulatory and research purposes. AC may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- Populating authenticated VET transcripts
- Facilitating statistics and research relating to education, including surveys and data linkage
- Pre-populating RTO student enrolment forms
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third-party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted. NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

PRIVACY POLICY

In collecting your personal information Accord College will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the relevant state privacy legislation.

This means that we will:

- Inform you of the purpose for which the information is collected
- Only use the personal information that you provide to us in relation to your study with us
- Ensure your personal information is securely handled and stored
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes
- We will not disclose your personal information to another person or organisation unless:
  - We have made you aware that information of that kind is usually passed to that person or organisation.
  - You have given written consent;
  - We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;
  - The disclosure is required or authorised by or under law; or
  - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

1. Privacy Principles

- In collecting personal information, AC complies with the requirements set out in the Privacy Act 1988, including Australian Privacy Principles 3 and 5 (in accordance with the National VET Provider Collection Data Requirements Policy clause 4.4) and the relevant privacy legislation and regulations of the state in which AC operates.
- Personal information, including sensitive information, is collected from individuals in order that AC can carry out its business functions. AC only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment.
- Sensitive information is only collected by AC if a permitted general or health situation applies in accordance with the Privacy Act (16A, 16B) such as, if:
  - The collection of the information is required or authorised by, or under, an Australian law or a court/tribunal order.
  - It is unreasonable or impracticable to obtain the individual's consent to the collection, use or disclosure.
  - It genuinely and reasonably believes that:
    - The collection, use or disclosure is necessary to lessen or prevent a serious threat to the life, health or safety of any individual, or to public health or safety.
    - Unlawful activity, or misconduct of a serious nature, that relates to Accord College functions or activities has been, is being or may be engaged in, and the collection, use or disclosure is necessary in order for the entity to take appropriate action in relation to the matter.
    - The collection, use or disclosure is reasonably necessary to assist any Australian Privacy Principles entity, body or person to locate a person who has been reported as missing.
    - The collection, use or disclosure is reasonably necessary for the establishment, exercise or defence of a legal or equitable claim.

• AC ensures each individual:
  - Knows why their information is being collected, how it will be used and who it will be disclosed to
  - Is made aware of any legal requirement for AC to collect the information
  - Can access their personal information upon request
  - Does not receive unwanted direct marketing
  - Can ask for personal information that is incorrect to be corrected
  - Can make a complaint about AC if they consider that their personal information has been mishandled

- Is made aware of any consequences for not providing the information requested
- Whether the information is likely to be disclosed to overseas recipients, and if so, which countries such recipients are likely to be located in.

2. Collection of information

- Under the Data Provision Requirements 2012, AC is required to collect personal information about students undertaking nationally recognised training and disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). NCVER will collect, hold, use and disclose personal information in accordance with the Privacy Act. 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).
- In general, personal information will be collected through course application and/or enrolment forms, training records, assessment records and online forms and submissions.
- The types of personal information collected include:
  - personal and contact details
  - employment information, where relevant
  - academic history
  - background information collected for statistical purposes about prior education, schooling, place of birth, disabilities and so on
  - training, participation and assessment information
  - fees and payment information
  - information required for the issuance of a USI - for international students:
    - current course information including CRICOS code, agreed starting date, expected
    - completion date if the student did not start on the agreed date
    - Information about any terminations for change to identity and duration of the course
    - English language proficiency including the name of the test and the score received
    - visa information, including the DHA office where the visa application was made and
    - current local DHA office
    - passport information including whether the student was in Australia when they became
      an accepted student.

3. Unique Student Identifiers (USI)

- All students participating in nationally recognised training from 1 January 2015 are required to have a Unique Student Identifier (USI) and provide it to AC upon enrolment. Alternatively, AC can apply for a USI on behalf of an individual.
- The Student Identifiers Act 2014 authorises the Australian Government's Student Identifiers Registrar to collect information about USI applicants. When AC applies for a USI on behalf of a student who has authorised us to do so, we need to collect personal information about the student which will be passed on to the Student Identifiers Registrar. This will include:
  - name, including first or given name(s), middle name(s) and surname or family name
  - date of birth
  - city or town of birth
  - country of birth
  - gender
  - contact details, so the Student Identifiers Registrar can provide individuals with their USI and explain how to activate their USI account.
- In order to create a USI on behalf of a student, AC will be required to verify the identity of the individual by receiving a copy of an accepted identification document. This document will only be used for the purposes of generating the USI and confirming the identity of the individual with the Registrar. Once the USI has been generated and validated, the identity documents used or collected for this purpose will be securely destroyed.
- The information provided by an individual in connection with their application for a USI:
  - is collected by the Registrar as authorised by the Student Identifiers Act 2014.
  - is collected by the Registrar for the purposes of:
    - applying for, verifying and giving a USI
    - resolving problems with a USI
    - creating authenticated vocational education and training (VET) transcripts

- may be disclosed to:
  - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
    - the purposes of administering and auditing VET, VET providers and VET programs
    - education related policy and research purposes
    - to assist in determining eligibility for training subsidies
  - VET Regulators to enable them to perform their VET regulatory functions
  - VET Admission Bodies for the purposes of administering VET and VET programs
  - current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies
  - Schools for the purposes of delivering VET courses to the individual and reporting on these Courses
  - the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics
  - researchers for education and training related research purposes any other person or agency that may be authorised or required by law to access the information
  - any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system
- will not otherwise be disclosed without the student's consent unless authorised or required by or under law

- The consequences to the student of not providing the Registrar with some or all of their personal information are that the Registrar will not be able to issue the student with a USI, and therefore AC will be unable to issue a qualification or statement of attainment.

4. Storage and use of information

- AC will store all records containing personal information securely and take all reasonable security measures to protect the information collected from unauthorised access, misuse or disclosure. Personal information will be stored in paper-based files that are kept in a secure location and electronically in a secure environment to which only authorised staff have access.
- The personal information held about individuals will only be used by AC to enable efficient student administration, report data to provide information about training opportunities, issue statements of attainment and qualifications to eligible students, and to maintain accurate and detailed records of student course participation, progress and outcomes. Information about international students may also be shared to promote compliance with the conditions of student visas and the monitoring and control of visas.
- AC may use the personal information provided by an individual to market other internal products and services to them. An individual may opt out of being contacted for marketing purposes at any time by contacting our office. Information will not be passed onto any third-party marketing companies without the prior written consent of the individual.

5. Disclosure of information

- AC will not disclose an individual's personal information to another person or organisation unless:
  - They are aware that information of that kind is usually passed to that person or organisation.
  - The individual has given written consent.
  - AC believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious threat to the life or health of the individual concerned or another person.
  - The disclosure is required or authorised by, or under, law.
  - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.
- Any person or organisation to which information is disclosed is not permitted to use or disclose the information for a purpose other than for which the information was supplied to them.

- Personal information may be used or disclosed by AC for statistical, regulatory and research purposes. AC may disclose personal information for these purposes to third parties, including:
  - Commonwealth and State or Territory government departments and authorised agencies; such as the Australian Skills Quality Authority (ASQA), Department of Education and Training (DET), the Department of Home Affairs (DHA) and the Tuition Protection Service (TPS).
  - NCVER
  - Organisations conducting student surveys
  - Researchers.
- Personal information disclosed to NCVER may be used or disclosed for the following purposes:
  - Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts
  - Facilitating statistics and research relating to education, including surveys
  - Understanding how the VET market operates, for policy, workforce planning and consumer information
  - Administering VET, including program administration, regulation, monitoring and evaluation.

6. Access to and correction of records

- Individuals have the right to access or obtain a copy of the information that AC holds about them including personal details, contact details and information relating to course participation, progress and AQF certification and statements of attainment issued.
- Requests to access or obtain a copy of the records held about an individual must be made by contacting our office using the relevant Form. The individual must prove their identity to be able to access their records.
- There is no charge for an individual to access the records that AC holds about them; however, there may be a charge for any copies made. Arrangements will be made within 10 days for the individual to access their records.

7. Complaints about privacy

- Any individual wishing to make a complaint or appeal about the way information has been handled within AC can do so by following Infinite Learning College' Complaints and Appeals Policy and Procedure.

Equal opportunity

The principles and practices adopted by Accord College aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with AC.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

Accord College provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

National VET Regulator Act 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training AC registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

Student Identifiers Act 2014

Under this Act, we are required to ensure that all students have a USI. We are unable to issue a qualification of a statement of attainment for any student if we don't have a USI on file.

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

For students and training organisations, the main benefits of the USI are:

- Students will be able to get a complete record of their Australian-wide VET achievements from a single, secure and accurate online source.
- There will be immediate access to VET records. This means they can be quickly given to employers, other training organisations etc as proof of VET achievements.
- It will be easier for training organisations to assess students' pre-requisites, credit transfers and Recognition of Prior Learning (RPL).

For more information about the USI please refer to http://www.usi.gov.au/About/Pages/default.aspx

FEE CHARGES AND REFUNDS POLICY AND PROCEDURE

The purpose of this policy and procedure is to ensure that Accord College (AC) operates a fair and equitable process for the management of both the collection of fees and the repayment of fees. This complies with Clauses 5.3, 7.3 and Schedule 6 of the Standards, as well as the ESOS Act and the National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 2 and 3.

Process for claiming a refund

- Refund application requests must be made in writing on the Refund Request Form, the refund request form may be downloaded from the AC's website.
- Filled in form must be submitted to the Administration via email or in person at reception.
- The Application/enrolment fee of AUD 300.00 for onshore and $500.00 for offshore students is not refundable. The course fees will be refunded as per the table, in this policy.
- The Accounts department will process and approve the refund amount (if applicable) based on the circumstances listed below.
- Refund will be made directly to the bank account stated in the Refund Request Form and the student will be informed about the same via an email. All refunds will be made in Australian Dollars.
- Student can nominate a person in whose account the refund can be made. In case of death of the student, refund can be claimed by parents/guardians of the student.
- If the student is not eligible for any refund, based on the circumstances as stated below, the student shall be informed of the same via an email/letter.
- Any other circumstances which have not been listed below in the table, the management of AC will decide the refund. In most of the cases, the students will be refunded after deducting the application fee.
- Any refund given will be recorded in the Student Information System so that each student's financial status is known.
- The students have right to lodge an appeal with the College if they are not satisfied with the decision /outcome of the refund request.
- AC cannot guarantee that students will successfully complete the course(s) in which they enrol regardless of whether all fees due have been paid.

Definitions:

Application Fee/Enrolment fees (Non-Tuition): The application/enrolment fee payable when an application is made to AC for an enrolment to a course or qualification. This fee is non-refundable fee covering the administration cost of AC. The Application fee is subject to change.

Course Commencement Date: Refers to the start date indicated on the first eCoE issued by the College. This does not refer to the deferred or subsequent eCoE.

Course Fees: The money received by the College for providing the course to the students which includes tuition fees, application fees, any amount received that must be paid to a registered health provider on behalf of the student, and any other amount paid by the student to the College to undertake the course. (Course fees = tuition fees + non-tuition fees received by AC in respect of the student).

Deposit Fees (Academic): Fees paid in advance prior to commencement of the course or a study period.

Electronic Confirmation of Enrolment (eCoE): An official document printed via the ***PRISMS*** system on behalf of the Australian government confirming the enrolment of the student in the course. This document is required for a student to apply for a Student Visa.

Incidental Fees (Non-academic): All other fees that is not included in the Tuition Fees or Application Fee. E.g. Materials Fee.

International Student: People who are enrolled with the College and include both prospective and currently enrolled students who are overseas students as defined in the National Code of Practice for Providers of Education and Training to Overseas Students and hold a student visa.

Local International Students: A person granted an initial visa to attend another Australian education college and wants to extend that visa by enrolling at the College.

Offshore Students: Students who are applying for student visa outside Australia.

Onshore Students: Students who are applying for student visa within Australia.

Reassessment fee and its calculation:
Where learners are unable to achieve competency after 3 attempts, if the college runs the unit before the end date of their CoE, which they failed, they will be required to undertake for re-assessment, which will incur fees of $300.00. Please note, learners are granted with 3 attempts for a successful assessment outcome, where they will not be required to pay any fees for reassessment.
To achieve a favourable assessment outcome without additional fees, learners are required to independently complete their assessments. The trainer or assessor will permit up to three attempts at no cost, provided they confirm the learner has applied sincere effort. The CEO retains the authority to grant free reassessment based on unique circumstances.

TPS: Tuition Protection Scheme (enacted on 20th March 2012 as part of the Government's second phase response to the Baird Review) replacing Tuition Assurance Scheme and ESOS Assurance Fund.

Tuition Fees (Academic): The amount paid to enable the student to undertake the course as indicated in the OFFER LETTER AND ENROLMENT ACCEPTANCE under course fees.

Learners will not be entitled to three free reassessment attempts in the following situations:

- If a student receives a Not Yet Competent (NYC) grade due to plagiarism—such as copying from

sources including but not limited to ChatGPT, Google, or a classmate's assignment—they will be required to pay reassessment fees. This applies regardless of whether it is their first or third attempt. In these cases, students will forfeit their right to three free reassessment attempts.

- If a student fails to submit an assessment by the due date or does not attend the class, they will be required to pay $300.00 per unit for reassessment.
- If learners need to re-enrol and extend their Confirmation of Enrolment (CoE) to continue their training, this will incur additional fees. The charges will be based on the number of weeks the CoE is extended. Student will need to pay the application/enrolment fees, tuition fees and material fees associated with the unit of competency.
    - **Total tuition fees for extending the CoE will be calculated** as = Total Tuition fees of the course/duration in weeks * number of weeks the CoE is to be extended.
    - **Total material fees** = Total material fees for the course/duration in weeks * number of weeks the CoE is to be extended

Provider default: In the unlikely event that the college is unable to deliver the course in full, student will be offered a refund of all the unused tuition fees paid to date. The refund will be paid within 14 working days of the day on which the course ceased being provided.
Alternatively, student may be offered enrolment in a suitable alternative course by the college at no extra cost to student. Students have the right to choose whether they prefer a full refund of course fees, or to accept a place in another course. If student chooses placement in another suitable course, Accord College will ask the student to sign a document to indicate the acceptance of the placement. If the college is unable to provide a refund or place student in an alternative course, college's Tuition Protection Service (TPS) is provided.

Student Default:
A student is considered to have defaulted in the following situations:

- The course begins at the agreed location on the specified start date, but the student does not attend the course on that date (and has not previously withdrawn).
- The student withdraws from the course at the location, either before or after the agreed start date.
- The registered provider refuses to deliver or continue the course to the student at the location due to one or more of the following reasons:
    - The student failed to make a required payment to the provider.
    - The student violated a condition of their student visa.
    - The student engaged in misconduct.

Fees and refund information
Fee information is provided to students before enrolment or receipt of payment, in compliance with the National Code 2018 Standards 2 and 3. The Offer Letter, Enrolment Acceptance, and International Student Handbook, which are given prior to enrolment, include details of the Fee Charges and Refunds Policy and Procedure, and inform students of their consumer rights. Students must sign the Offer Letter and Enrolment Acceptance to acknowledge that they have read and understood the terms and conditions of enrolment, including this policy.

Course fee inclusions
The Offer Letter and Enrolment Acceptance Agreement will provide a detailed breakdown of all course fees, including both tuition and non-tuition fees.
Tuition Fees Include:

- All training, teaching, and assessment necessary for students to complete the qualification or course within the allowed number of attempts.
- Issuance of one set of certification documents, including the testamur (certificate) and record of

results. If applicable, a Statement of Attainment will be provided in the case of withdrawal or partial completion. Non-Tuition Fees are specified in the Offer Letter and Enrolment Acceptance Agreement.

See charges below for additional non- tuition fees:

RPL (1st consultation is free)	$300 per unit
Credit Transfer	Nil
Material Fee (Additional resources required for the course)	Please refer to the offer letter and enrolment acceptance agreement.

Other Fees

Application Fee – Onshore (Non-Refundable)	$300
Application Fee – Offshore (Non-Refundable)	$500
Refundable) Re-assessment Fees	A student may attempt an assessment up to three times without incurring a fee. After three unsuccessful attempts, a reassessment fee of $300 will apply for each unit. If a student receives a Not Yet Competent (NYC) grade due to plagiarism or submitting a classmate's work, the reassessment fee will still apply, regardless of the attempt count. If a reassessment cannot be undertaken within the expected timeframe, resulting in an extension of the Confirmation of Enrolment (CoE), the same reassessment fees will apply. Additionally, if a student fails to submit assessments by the due date or does not attend class, a $300 fee will be charged for reassessment for one unit.
Re-issuance of student ID	$20
Re-issuance of Testamur (Certificate or Statement of Attainment)	$50
Late payment of tuition fees	$100 per month
Change of CoE	$500
Placement Fees (if applicable)	$500
Personal Protective Equipment (PPE) to enter the workshop	$200.00 (student can buy the PPE by themselves).

Tuition Protection Service (TPS) and its Role: The TPS is a placement and refund service to assist overseas students whose registered providers are unable to fully deliver their course of study. The TPS ensures overseas students can either:

- Complete their studies in another course or with another registered provider or
- receive a refund of their unspent tuition fees.

- Accord College is a member of the Australian Government endorsed Tuition Protection Service (TPS).
- Accord College will maintain membership of the Tuition Protection Service during its period of registration as a provider.
- Accord College will pay all subscriptions to the TPS in accordance with TPS requirements.
- AC will not charge more than 50% of tuition fees before course commences.
- If the student pays more than 50% of tuition fees before course commences, the student will need to sign the form "Declaration by the student when they choose to pay more than 50% of tuition fees before course commences ".
- AC will be maintaining a specific bank account for the collection of student fees paid in advanced of

training and assessment

Payments

- Payments can be accepted by electronic transfer, credit card, or direct debit. Credit card payments may incur a surcharge of 2% per transaction.
- **Direct Debit**: Kindly provide the bank account details to Accord College for the purpose of fee payment. The provider for the debit is ezidebit https://www.ezidebit.com/en-au). Please note that it incurs fees as following:
  - Fees / Charges One Time Setup Fee: $0.00,
  - From Bank Account: $0.88
  - From Visa/Mastercard: 1.87%
  - From Amex:1.99%
  - Failed Payment Fee: $9.90
- Students who are having trouble in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.
- Accord College may choose to refer Debts to a debt collection agency where fees are more than 40 days past due.
- AC reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.
- International students who do not pay their fees as agreed, will receive two warnings regarding non-payment of fees and thereafter will be reported to DET via PRISMS under student default.

Recording and payment of refunds

- Refunds will be paid to the person or organisation nominated by the student must be mentioned in the Refund Request Form.
- Refund assessments can be appealed following our Complaints and Appeals Policy and Procedure.
- Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounts keeping system.

Publication

AC will publish this Fee Charges and Refunds Policy and Procedure on their website.

Procedure

Student Fees

- All international students should pay their Initial Payment upon enrolment as per the Offer Letter and Enrolment Acceptance agreement.
- Student will get the receipt for the payment.
- AC will make a payment schedule for the remaining course fees, which will be reflecting in the Offer Letter and Enrolment Acceptance agreement.
- AC will ensure all payment terms, conditions and amounts are as indicated on the agreement unless a record of an agreed or advised change is in writing and the conditions of such a change were outlined on the agreement.
- Student is required to abide with the dates on payment schedule. It will be considered as student default if the student does not pay on the agreed date/or the date on the payment schedule.

- AC does not accept cash to pay any fees and charges. Payments can only be made by direct bank transfer, credit card or direct debit.
- Fees for international students will not be collected until the Offer Letter and Enrolment Acceptance agreement has been signed.

- AC will provide the student with a receipt and will be retained in student file along with a signed written Offer Letter and Enrolment Acceptance agreement.
- Receipts of payments made by international students will be kept for at least two (2) years after the person ceases to be an accepted student.

Overdue Fees

- If a student fails to pay the fees as outlined in the offer letter and acceptance agreement, or any amendment to the payment or instalment plan, Accord College will take the following steps:
- **First Warning Letter**: The college will follow up on the outstanding fees and issue a First Warning Letter for non-payment via email, mail, or in person on campus.
- **Second Warning Letter:** If the student does not respond within three days of receiving the First Warning Letter, a Second Warning Letter will be sent via email, mail, or handed to the student on campus.
- **Notification of Intention to Report:** If the student fails to contact the Student Support Officer (SSO) or pay the overdue amount within 48 hours of receiving the Second Warning Letter, they will receive a Notification of Intention to Report for non-payment of fees via email, mail, or in person.
- For further details, please refer to Accord College's Non-Payment of Fees Policy and Procedure. fees and charges

Refunds

- AC will automatically issue a refund within 14 working days to students who have enrolled and paid their Course fee and the course is removed from the scope of registration, prior to commencement.
- AC will also automatically issue a refund to students within 14 days where the course has commenced but is removed from the scope of registration.
- AC will notify students to whom refunds are automatically issued in writing, will issue refund and will record on file.
- All other students who seek a refund are required to complete a Refund Request Form.
- The completed form is then handed over to the Student Support officer (SSO)/Admin Team. The SSO/Admin team advises the applicant that the turnaround time is a maximum of 20 working days.
- The application is forwarded to the CEO / Compliance Officer / Authorised delegate for assessment against the eligibility of the refund.
- If the applicant is eligible for a refund, calculation of refund is made, and a cheque or bank transfer into nominated account is processed for the amount to be refunded.
- In both cases (eligible or not), the applicant is sent an outcome letter and is kept in the student file as well.
- If the applicant is not onshore, then the amount would be refunded (in AUD) to either the student nominated person (on consent of the applicant) and a record of the same is kept.

Role of Tuition Protection Service in case of defaults:

A.Provider Default

- The following steps outline the TPS process if a provider default occurs:

Step 1 - Provider default occurs.

A registered provider defaults, in relation to an overseas student or intending overseas student and a course at a location, if:

- the provider fails to start providing the course to the student at the location on the agreed starting day;

or

- after the course starts but before it is completed, it ceases to be provided to the student at the location; and the student has not withdrawn from the course before the default day.

Step 2 - Notifying the Secretary, the TPS Director and students

- AC will notify the Secretary and the TPS Director of the default within three (3) business days of the default occurring. AC will also notify students in relation to whom AC would default within three (3)

business days.
- The notices must be in writing and meet the requirements of section 46B of ESOS Act.

Step 3 - Provider obligation period

- AC will have 14 days after the day of the default (the provider obligation period) to satisfy the tuition protection obligations to the student. (According to section 46D of ESOS ACT 2000)

Step 4 - Notification of the outcome- discharge of obligations ((According to section 46F of ESOS ACT 2000)

- AC will have seven (7) days after the end of the obligation period to give a notice (According to section 46F of ESOS ACT 2000) to the Secretary and the TPS Director of the outcome of the discharge of the obligations.
- If AC will not be able to do the obligations affected students may be assisted by the TPS Director.

B. **Student Default**

The following Steps outline the TPS process in a case of a student default: AC enters into a written agreement with each overseas student or intending overseas student that:
sets out the refund requirements that apply if the student defaults; and meets any requirements set out in the national code 2018.

Step 1 -Student default occurs

An overseas student or intending overseas student defaults, in relation to a course at a location, if:

- the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- the student withdraws from the course at the location (either before or after the agreed starting day); or
- the registered provider of the course refuses to provide, or continue providing, the course to the student at the location because of one or more of the following:
  - the student failed to pay an amount payable to the provider for the course;
  - the student breached a condition of his/her student visa;
  - misbehaviour by the student.

Step 2 - Notifying the Secretary and the TPS Director

To meet Tuition Protection Service (TPS) reporting obligations, AC only needs to report on whether Accord College has provided a refund to a student in two cases of student default:

- where a student's visa is refused, even if there is a compliant written agreement in place.
- where there is no compliant written agreement in place.

Step 3 - Provider obligation period

- If a student or intending student defaults, AC will provide a refund in accordance with the requirements under sections of the ESOS Act, depending on which section applies to the circumstances of the default situation.
- AC will pay the refund within the period (the provider obligation period) of 4 weeks after the day specified in sections, depending on which section applies to the circumstances of the default situation.

Step 4 - Notification of the outcome - discharge of obligations

AC will have seven (7) days after the end of the obligation period to give a notice to the Secretary and the TPS Director of the outcome of the discharge of the obligations where AC is required to provide a refund under (i.e. where there is no written agreement in place and also in cases of visa refusal, whether there is a written agreement in place or not).

The various fee refund conditions and refunds applicable are as below.

Description	***Refund status***
A course application is rejected by Accord College	**Refund of course fee** minus Application fee
If an offer of a place is withdrawn by Accord College and this is not due to incorrect or incomplete information being provided by the student.	**Refund** of course fees minus Application fee
Credit card payment surcharge and any transaction fees	**No refund**
Visa cancelled/refused due to actions of the student, misleading information, or bogus documents	**No refund**
Where a student applies and is approved by Accord College to transfer to another registered provider before the completion of six months of study of the principal course	**No refund**
If a student chooses to pay Tuition Fees on an instalment basis on an agreed payment plan.	**No refund will** be issued for any course fees (paid on instalment basis). Instalments paid will be for course fees due and payable to the college for services already rendered.

Provider Default		
Course is withdrawn by Accord College (before the agreed start date). Accord College is unable to start the delivery of a course at the location on the agreed starting day or ceases to deliver the course before it is completed.	**Refund of course fee** excluding Application fee, within 2 weeks of cancellation, or the agreed starting date, whichever is applicable	In the unlikely event that the college is unable to deliver your course before commencement or in full, you will be offered a **Full refund** or after commencement of the course, refund of any Tuition Fee paid in advance for the default course. The refund amount will be calculated as follows: The refund amount = weekly tuition fee x the number of weeks in the default period ◦ The weekly tuition fee = total tuition fee for the course / number of calendar days in the course x 7. This amount is rounded up to the nearest whole dollar. ◦ The number of weeks in the default period = number of calendar days from the default day to the end of the period to which the payment relates / 7 The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, student may be offered enrolment in an alternative course by the College at no extra cost. Students have the right to choose whether they would prefer a refund of course fees, or to accept a place at another college. If student chooses placement in another course, Accord College will ask the student to sign a document to indicate the acceptance of the placement. If the College is unable to provide a refund or place
If Accord College is required to cancel a course **before** it commences due to insufficient numbers or for other unforeseen circumstances		
Course ceases to be provided to the student at the location after the course starts but before it is completed; and the student has not withdrawn from the course before the default day.	Refund of **unused tuition** fees. Pre-paid fees may be transferred to an alternative enrolment where the student agrees.	

The course is not provided in full to the student because a sanction has been imposed on the registered provider or any other reason.		student in an alternative course, the TPS will be responsible for providing refunds or providing assistance to locate an alternative. However, students are primarily responsible for finding another college which will accept them into an alternative course. In these cases, there is no need for student to make a refund application.
The course is not provided fully to the student because Accord College has a sanction imposed by a government regulator	Refund of unused tuition fees	
Student Default		
If a student cannot commence the course because of illness, disability or where there is death of a close family member of the student (parent, sibling, spouse or child).	**Refund** of course fees minus the Application fee	
At the discretion of Accord College's CEO or approved representative, when other special or extenuating circumstances have prevented the student from commencing their studies including political, civil or natural events.	**Refund** of course fees minus the Application fee	
Visa refused prior to course commencement	The refund calculation under subsection 47E (2) of ESOS act is as follows: Total amount of the pre-paid course fees received by AC for the course in respect of the student course minus the lesser of following amount (a) 5% of the total amount of pre-paid fees that the college received in respect of the student for the course before the default day; Or (b) a maximum sum of $500 **Note**: A written request for refund and proof of visa refusal from the Australian Government must be sent to the College no later than four weeks after visa refusal.	
Student withdraws up to 4 weeks prior to course commencement.	**Refund** of course fees minus the Application fee	
Student withdraws less than 4 weeks prior to course commencement.	90% refund of course fees (this excludes the Application fee which is non-refundable).	
If a student fails to commence a course after the start of the Course at location, has not previously withdrawn from the course, and the reason is not the visa refusal.	**No refund** of Course fee – once the study starts, the fee is not refundable.	

Withdrawal from the course at location after the agreed start date.	**No refund of Course Fee** This includes all course fees, Application fees, cost of learning and assessment resources, airport pick up (where applicable) and material fee (where applicable)
Student abandons the course without notice	**No refund** of **Course Fee** and the balance of all outstanding fees for the course to be invoiced to the student
Student Visa or Visa extension is refused after course is commenced	The refund amount = weekly tuition fee x the number of weeks in the default period a. The weekly tuition fee = total tuition fee for the course / number of b. calendar days in the course x 7. This amount is rounded up to the nearest whole dollar. b. The number of weeks in the default period = number of calendar days from the default day to the end of the period to which the payment relates / 7 Tuition fee does not include any non-tuition fee that might have been paid by the student. Non-tuition fees will not be refunded.
Student whose visa has been refused has withdrawn from the course after it commenced or has failed to pay an amount he or she was liable to pay the provider in order to undertake the course.	
There is a student default due to any of the following reasons: · The student breached a condition of his or her student visa. · Misbehaviour by the student. . Failure to comply with Accord College policies	**No refund of Course Fees**

Conditions:

At the time of enrolment any Credit Transfer (CT) / Recognition of Prior Learning (RPL) will be discussed and granted after the student provides sufficient evidence. If the CT allows shortening of the duration of the course, pro-rata fees will be worked out and offered to the student. Once the student accepts this offer, there will be no further reduction of the fee.

Fees not listed in this refund section are not refundable. Prior to a student enrolment, fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student, then any fee increases will be required to be paid for the extended component of the course.

If a student withdraws after any number of deferments, the date on the original eCoE will be considered for the purpose of determining the date of commencement of semester / study period / course in relation to the Accord College refund policy and other related policies.

COMPLAINTS AND APPEALS

Policy

Accord College (AC) is dedicated to providing excellent services and maintaining a friendly relationship at all levels. In support of this, AC maintains a publicly available Complaints and Appeals Policy to ensure all complaints and appeals are handled as efficiently and effectively as possible and in a timely manner. In handling complaints and appeals both formally and informally, AC will:

- Take all grievances, complaints and appeals seriously
- Provide all students an efficient, fair and structured mechanism for handling complaints and

appeals in a timely manner
- Act upon the subject of any grievances, complaint or appeal found to be substantiated
- Ensure our Complaints and Appeals policy is publicly available.

Through this policy and procedure AC will manage and respond to all allegations and issues regarding the services provided including involving the conduct of:

a) AC, its trainers, assessors or other staff.
b) A third-party providing services on AC's behalf, its trainers, assessors or other staff; or
c) A learner of AC.

This policy/procedure supports Standard 10 Complaints and Appeals of the National Code of Practice 2018 for Providers of Education and Training to Overseas Students and Standards 2.7 and 2.8 for NVR Registered Training Organisations (RTOs) 2025.

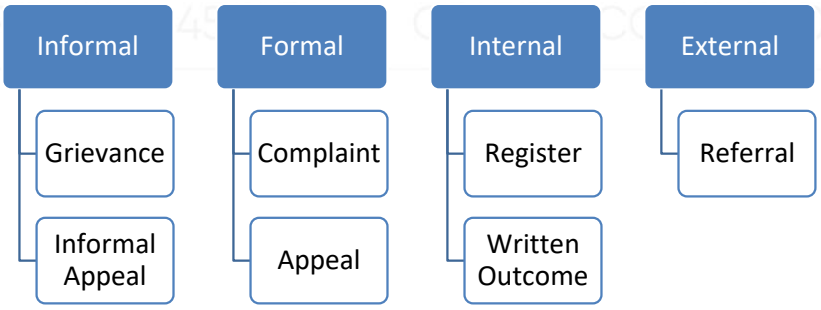
Definitions

Appeal (Formal)	The formal request, in writing using the AC Complaints and Appeals Form, and lodged as part of the formal Complaints and Appeals process. The request is for review of a decision made by Accord College including assessment decisions.
Appellant(s)	The person(s) lodging an appeal to the outcome of a decision.
Complainant(s)	The person(s) lodging a complaint or grievance.
Complaint (Formal)	The expression of dissatisfaction, made and handled formally in writing using the AC Complaints and Appeals Form, and lodged as part of the formal Complaints and Appeals process. The subject may be with any aspect of Accord College's services and activities, including academic and non-academic matters.
Grievance (Informal)	The expression of dissatisfaction or concern made and handled informally. A grievance may be verbal or in writing, but it is handled as part of the informal review process. The subject may be with any aspect of Accord College's services and activities, including academic and non-academic matters. If at any time the complainant is unhappy with the informal review process, they are able to lodge the grievance as a formal complaint.
Informal Appeal	The informal request for a review of a decision – usually an assessment outcome. Handled as part of the Informal process.
Support Person	An observer (who is not legally trained) who accompanies a Party during a Complaint.

PROCEDURES

Access

- The Complaints and Appeals policy procedure and forms are made available to all students and other stakeholders by directly contacting Accord and through Accord's website. Information and advice on the process, and how to access it, is also provided in the International Student Enrolment Form and the Student Handbook.



Informal Handling Process

- Anyone with a grievance or appeal may raise the matter with AC Student Support Services staff and attempt an informal resolution of the issue. This can be done online by email or telephone conversation and face-to-face.
- Grievances and appeals dealt within this way do not become part of the formal complaints an appeals process and will not be formally documented, recorded or reported on unless the staff member involved determines that the issue, question or complaint to be relevant to the wider operation of AC.
- Where a grievance (informal complaint) is reported, all possible attempts shall be applied to resolve the issue to the complainant's satisfaction. This may include advice, discussions, meeting with the student or stakeholder, emails, and general mediation in relation to the issue and its conclusion.
- If the issue concerns an academic matter, the complainant is encouraged to talk honestly to the trainer / assessor through Student Support Services about their concerns. Issues about fees should be discussed in the first instance with the Accounts Department through Student Support Services.
- An informal appeal may also be lodged; this is usually applicable where a student is unhappy with the outcome of an assessment decision and wishes to contest the decision rather than lodge a formal appeal. In this case the appeal is handled as part of the informal process.
- In the initial instance of the report, it will be confirmed with the complainant that they wish it to be considered a grievance or informal appeal and handled as part of the informal complaints and appeals process.
- The complainant is also advised that they can convert to a formal complaint or appeal at any time by lodging via the Complaints and Appeals Form available on the website.
- If a complainant is uncomfortable in speaking directly to the person involved, they can request another staff member to act and/or they are able to have a support person present for all conversations.
- Informal processing of the grievance or informal appeal will be timely and provide an outcome to the complainant within 20 working days of the initial report.
- If the informal process does not resolve the issue to the complainant's satisfaction, the complainant has the availability to submit a complaint or appeal as part of the formal handling process.
- Any staff member can be involved in this informal process to resolve issues but once a student/or other stakeholder/or anyone has placed a formal complaint / appeal, the Formal Handling Process must be followed.

Formal Handling Process (Internal)

- Any student, potential student, employee or third party may submit a formal complaint to Accord College with the reasonable expectation that all complaints will be treated with integrity and privacy.
- There is no cost for the complaints process unless it is referred to a third party.
- Complainants have the right to access advice and support from independent external agencies/persons at any point of the complaint and appeals process. Use of external services will be at the complainant's costs unless authorised by the Chief Executive Officer (CEO).
- Any person wishing to submit a formal complaint, or appeal can do so by completing the Complaints and Appeals Form to explain their case in as much detail as possible. This form can be obtained by contacting Administration staff at AC, or through the Accord College website.
- On receipt of the Complaints and Appeals Form, Student Administration will proceed with the following
    - Immediate forward to the appropriate personnel (Review Personnel) for action.
    - The date of the complaint/appeal lodgement to be included in the advice to the Review Personnel as well as the requirement for action to commence within 10 working days and finalisation within 60 calendar days (dates provided)
    - Acknowledgement receipt of complaint/appeal sent in writing by letter or email to the complainant
    - Set follow-up for plus 10 working days to ensure action has commenced
    - Set follow-up for plus 50 calendar days to ensure finalisation is on track
    - Record of the complaint/appeal lodgement details entered into the Complaints and Appeals

Register.
    - The Register is to be updated with relevant information throughout the process.

- There will be no charge to the complainant or appellant for the lodgement or presentation of their case. Incidental expenses for attending Accord offices to lodge the document or attend a meeting or any charges incurred (e.g., telephone) will NOT be reimbursed
- All complainants and appellants must be given the opportunity to formally present their case and to be accompanied by a friend or third party to support them (and if language is an issue, to help them present their case). Any payments to accompany the friend/third party will be made by complainants or appellants
- The Review Personnel may gather evidence and constitute a review committee as appropriate.
- This process must be completed within 60 calendar days of the lodgement of the complaint or appeal
- If the process is going to take more than 60 calendar to finalise the complaint or appeal,
    - Student Administration will inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and
    - Student Administration will regularly update the complainant or appellant on the progress of the matter.

- The student's enrolment will be maintained whilst an internal complaint or appeal is in progress, and the outcome has not been determined
- The outcome of the complaint/appeal will be advised in a written response to the complainant or appellant.
- A copy of the outcome response will be held on the student's file.
- In case of complaint if the complainant is not happy with the decision they may appeal. That appeal is on the fairness and objectivity of the decision
- All documentation relating to a formal complaint or appeal MUST be recorded on the student file. This must include the initial form, supporting evidence, meeting minutes, copy of correspondence with all concerned parties. This information will be kept confidently and stored securely for 7 years.
- Documentation of all complaints and appeals and their outcomes is securely maintained. Potential causes of complaints and appeals are identified, and AC takes appropriate corrective actions to eliminate or mitigate the likelihood of reoccurrence
- Any decisions that support students will be immediately implemented.
- The student will be notified in writing of the outcome with reasons for the decision, also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify Accord College within 5 working days if they wish to proceed with the external appeals process
- A complaint or appeal is a learning opportunity for Accord College. Where the outcome has identified an opportunity for improvement, it will be included in the continuous improvement process.

External Referral

- If the overseas student is not satisfied with AC's internal complaints handling and appeals process, Student Administration will advise the overseas student within 10 working days of concluding the internal review of their right to access an external complaint handling and appeals process at minimal or no cost.
- Where all internal processes have been implemented Accord College will ensure the following:
    - will give overseas students the contact details of the appropriate external complaints handling and appeals body (the Overseas Student Ombudsman (OSO), for private providers (except for issues of broader educational quality))
    - **External Appeal:** Overseas Student Ombudsman Website:
      http://www.ombudsman.gov.au
      Call: 1300 362 072* (within Australia) Call +61 2 6276 0111. (Outside Australia)
      Online Form Email: ombudsman@ombudsman.gov.au
      Post: GPO Box 442, Canberra ACT 2601
    - Accord will make specific arrangements for independent review of complaints about

issues not covered by the Australian Competition and Consumer Commission (ACCC) or the OSO.

- Accord College will make it clear to students that the external appeals process is to consider whether the registered provider has followed its policies and procedures, rather than make a decision in place of the institution.
- If not satisfied with the internal appeal processes, the complainant / appellant may request that the matter be further reviewed by an external dispute resolution process.
- The details of these external bodies are as follows: Complainant/Appellant can refer to Mediation Victoria on the following link:
  http://www.mediationvictoria.com.au
  or the Victorian Ombudsman
  https://www.ombudsman.vic.gov.au

- The division of the expenses associated with the mediation e.g., mediator's fee, room hire and possibly travel expenses are to be shared equally between Accord and the complainant / appellant
- Accord College will immediately implement recommendations arising from the external review within at least 10 working days of the receipt of the recommendations
- If any student (complainant) is not satisfied with the outcome of the formal complaint and appeal process they can escalate the complaint to ASQA at:
  Web: https://asqa.gov.au
  Email: enquiries@asqa.gov.au
  Call: ASQA info line on 1300 701 801

If students have concerns regarding services and/or business practices of training providers they can make a tip-off report using the tip-off function within ASQA's website (Make a Report).

- Address: The Australian Skills Quality Authority: GPO Box 9928, Brisbane. QLD. 4001

Overseas Students Ombudsman (OSO)

The Overseas Students Ombudsman investigates complaints about problems that overseas students have encountered

The Ombudsman:

- provides a free service
- is independent and impartial, and does not represent either overseas students or private education providers
- can make recommendations arising out of investigations
- is a function of the Commonwealth Ombudsman

The Ombudsman can only investigate a complaint if:

- it relates to a private education provider registered with the Australian Government on the Commonwealth Register of Institutions and Courses for Overseas students (CRICOS)
- the problem relates to an overseas student who is already studying in Australia on a student visa or is intending to come to Australia soon

The Ombudsman cannot investigate a complaint if:

- it relates to a public or government education provider. These complaints can be directed to the Ombudsman for your state or territory.

The Ombudsman may also decide not to investigate complaints if:

- the complaint has not first been raised with the education provider. Another organisation is better able to help.

Apply for External Review

This is the process to be followed if a student is not satisfied with the outcome of an internal complaint or appeal made by them and/or they wish to make an external complaint for independent review.

Online

A student can make a complaint online by visiting the website and completing the online form:

https://www.oaic.gov.au

Telephone

Students can contact OSO by telephone, 9am to 5pm Monday to Friday, Australian Eastern Standard Time (AEST). In Australia, call: 1300 362 072 (calls from mobile phones at mobile phone rates). Outside Australia, call +61 2 6276 0111.

Using an interpreter

If a student wants to make a complaint in their own language, they can call the Translating and Interpreting Service (TIS) in Australia on 131 450, outside Australia call +61 3 9203 4027. OSO will pay for the interpreter.

Deaf, hearing or sight impaired

Contact OSO via the National Relay Service. Teletypewriter (TTY) users' phone 133 677 and then ask for 1300 362 072. Speak and Listen users' phone 1300 555 727 and then ask for 1300 362 072. Internet Relay users connect to the National Relay Service www.iprelay.com.au and then ask for 1300 362 072.

OSO External Complaints Process – Post Student Application

When a complaint is received, an assessment is first made about whether it is an issue that the Ombudsman can investigate. In some cases, the Ombudsman may decide not to investigate a complaint.

This might be because:

- the student has not complained to the education provider first, or
- another organisation is better able to deal with the complaint

If a decision is made to investigate a complaint, the Ombudsman will ask the education provider about the problem. The Ombudsman may request relevant documents, or information such as student records from the provider.
The Ombudsman can use formal powers to obtain documents from the provider. The Ombudsman also has the power to enter premises or require a provider to answer questions as part of an investigation.

Standard 8.4 of the Code requires that the registered provider must maintain the student's enrolment while the complaints and appeals process is ongoing. This means that the provider must maintain the student's enrolment (i.e. not report the student for unsatisfactory progress or attendance) until the external complaints process is complete and has supported the provider's decision to report.

The Ombudsman will notify the provider when it commences an external complaint and appeal process and when this process is completed. However, if the student lodges an external appeal outside the provider's stated timeframe for reply, then Accord College has the right to report the student.

The provisions of standard 8.5 also still apply, which means that if the Ombudsman's investigation results in a decision that supports the student, Accord College must immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome.

Outline of Fees

The Overseas Students Ombudsman's services are free.

Outcomes of the decision

At the end of an investigation the Ombudsman may conclude that the provider has not acted

unreasonably and will advise the student and the provider of this decision.

In other cases, the Ombudsman may conclude that the provider failed to take appropriate action, or the action appears to have been:

- contrary to law
- unreasonable, unjust, oppressive, or improperly discriminatory or
- otherwise, in all the circumstances, wrong

If the Ombudsman finds evidence which suggests misconduct, the Ombudsman can notify the provider's principal executive officer.

Education providers are expected to comply with Ombudsman recommendations unless they have good reasons for not doing so. Education providers have an opportunity to give these reasons to the Ombudsman before an investigation is finalised. If they do not act on the recommendations, the Ombudsman may publish a formal report.

ISSUING OF CERTIFICATION DOCUMENTS

On completion of your course and payment of all relevant fees, we will issue you with a qualification (testamur/certificate) and record of results within thirty (30) days. The record of results will show the units of competency achieved in the course and corresponding results.

Where a student withdraws or partially completes a course, a Statement of Attainment will be issued within thirty (30) days of withdrawal as long as all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.

Accord College reserves the right to with-hold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where Accord College is not permitted to do so by law.

Accord College must have a valid USI on file for the student for a qualification or Statement to be issued.

Re-Issuing Statements and Qualifications

Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to our Fees and Charges section for the current fee

ACCORD COLLEGE
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