



# Australian Nationwide College

is the trading name for  
George Education Group Pty Ltd, ACN 111 438 987  
NTIS Code: 91175                      CRICOS Provider Code: 02684F

## Student Handbook

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## Welcome to Australian Nationwide College (ANC)

Welcome to Australian Nationwide College.

We are a college located in the heart of Sydney and we welcome people from all over the world.

We are committed to providing students with a high standard of education, training and student services. Our college has a happy and cordial atmosphere and our staff endeavour to meet your needs. We want to offer you every opportunity during your training to reach your potential

In our vocational college, we offer internationally-recognised, high quality accredited courses developed with close links to industry. This means you will gain relevant and sought after skills in the area of your choice. Our courses in business management and accounting are designed to lead to successful and fulfilling careers in those fields both in Australia and in the global market place. After the successful completion of our courses, students can articulate into certain university degree programs.

The management and staff of Australian Nationwide College warmly welcome you and hope that you find your time with us enjoyable, satisfying and worthwhile.

### Staff Names and Positions

Name	Position
Kristine Shead	CEO, Principal
Micah Shead	Academic Manager
Nuruddin Azam	Trainer and Assessor (Business and Management)
Nasrif Kabir Kazi	Trainer and Assessor (Business and Management)
Ram Juvva	Trainer and Assessor (Business and Management)
Sean Croyston	Trainer and Assessor (Business and Management)
Paul Desmet	Trainer and Assessor (Business and Management)
Simon Wulf	Trainer and Assessor (Business and Management)
Kazi Sala Uddin	Trainer and Assessor (Accounting)
Kelvin Rhys Giddey	Trainer and Assessor (Accounting)
Donna Duo	Receptionist and Head of Student Services
Tracy Wang	Student Services Officer
Rachel Pogson	Student Services Officer
Lena Wei	Student Services Officer
Claude Chen	Campus Manager and IT Manager
Jerry Yuan	IT Officer
Wendy Wu	Registrar
Su Sun	Marketing Director, Homestay Coordinator
Michael Wu	Marketing Officer
Ronnie Zhu	Marketing Officer

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## Section 1: Code of Practice

Australian Nationwide College:

1. Will act at all times with integrity in its dealings with students and members of the community.
2. Will adopt policies and procedures to ensure that the quality of its vocational training programs comply with:
  - a. NSW Vocational Education and Training Accreditation Board (VETAB)
  - b. Australian Quality Training Framework (AQTF)
  - c. National Standards for Training Organisations
  - d. Commonwealth and State legislation and regulatory requirements
  - e. Commonwealth Register for Overseas Students (CRICOS)
  - f. The Education Services for Overseas Students Act 2000 (ESOS) and
  - g. The National Code of Practice for Registration Authorities and Providers of Education for Overseas Students.
3. Will ensure the provision of:
  - a. Adequate facilities for the conduct of training
  - b. Suitably qualified and experienced staff
  - c. Accurate, relevant and up-to-date information to all stakeholders
  - d. Accuracy of all advertising material
  - e. A reasonable refund policy
  - f. Assessment appeals procedure and opportunities for re-assessment
  - g. The maintenance of accurate, confidential and secure training and financial records
  - h. Student access to records upon request
  - i. The maintenance of a Quality Assurance System
  - j. Equal opportunity in all areas of its operation
  - k. Academic support to students or referral to external agencies for additional learning support and
  - l. A safe environment in compliance with Occupational Health and Safety requirements

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## Section 2: Quality Management System

### Legislative and Regulatory Requirements

ANC is bound by and operates within the following legislative and regulatory requirements:

- VET Act 2005
- The NSW Occupational Health and Safety Act 2000
- Workers Compensation Act 1987
- Anti-Discrimination Act 1977
- Privacy and Personal Information Protection Act 1998
- Access and Equity

Copies of these are located in the main office and can be accessed at any time or can be accessed online at [www.legislation.nsw.gov.au](http://www.legislation.nsw.gov.au) and [www.dest.gov.au](http://www.dest.gov.au)

#### **Vocational Education and Training Act 2005**

The NSW Vocational Education and Training Act 2005 provides for the:

- Registration of training organisations
- Accreditation of vocational courses in accordance with national standards
- Reconstitution of the Vocational Education and Training Accreditation Board
- Repeal of the VETA Act 1990

The Act implements a national initiative to ensure effective regulation of VET providers throughout Australia. It also recognises the National Training Information Services (NTIS) database as the key public tool for accessing information on training and training organisations.

In applying to VETAB for registration, variation to scope and re-registration ANC has declared preparedness to comply with the VET Act 2005.

- a copy of the legislation is available electronically and located on VETAB website [www.vetab.nsw.gov](http://www.vetab.nsw.gov)
- students sign a declaration to say they have read, understood and agree to comply with the policies and procedures outlined in the Student Handbook

#### **Anti-Discrimination Act 1977**

ANC is committed to providing a fair and equitable workplace and College for its staff, students and visitors. Any discrimination or harassment of staff, students or visitors because of their sex, pregnancy, race, colour, nationality, ethnic or ethno-religious background, marital status, physical or intellectual or psychiatric disability, homosexuality or age will not be tolerated.

#### **Privacy and Personal Information Protection Act 1998**

ANC is committed to Privacy and Personal Information Protection ACT.

ANC will collect and store student personal or entity information in order to provide with service to students. ANC will not use personal information purposed beyond those deem necessary in the normal course of business. The database gathered personal information is private and confidential and sole use of ANC.

ANC may disclose student personal information for the purposes for which it is primary held or for a related secondary purpose. In some cases ANC may only disclose information with student consent. We may disclose student personal information where under a legal obligation to do so.

### **Access and Equity**

ANC provides equal access to training delivery and assessment services for all students. Where possible, we conduct flexible training to meet specific needs of individual students. ‘

ANC is located at Level 6, 46-48 York Street, Sydney NSW 2000, with wheel chair access by lift.

The student enrolment form requires students to self-assess their English language capabilities and to indicate any special needs for the course. If English is not student’s first language, the student needs to provide certified evidence of English language proficiency at IELTS level 5.5 or TOEFL level 500.

Student recruitment to ANC is carried out in an ethical manner in accordance with Access and Equity principles.

## **Admission Requirements**

### **English Language Tests**

The minimum standard of English required for enrolment in VET courses is Upper Intermediate.

The College recognises a number of English Language tests as meeting VET English Language requirements. Accepted English Language tests, together with their minimum results needed for admission are as follows:

- International English Language Testing System (IELTS) band score of 5.5; Successful completion of TAFE NSW Certificate III or IV in English
- Proof that the medium of instruction at school has been in English with satisfactory grades in English in final examinations
- Combined Universities Language test (CULT), students need a score of 60 or more.
- TOEFL 500 or equivalent.
- Cambridge FCE – First Certificate in English
- TOEIC - 550

Normally, only original test certificates will be accepted.

### **English Assessment - Prior Study**

Applicants who have successfully completed at least **one** year of full-time study at a University or other post-secondary educational institution, where the sole language of instruction and assessment was English, will not be required to undertake a language test, if they can provide a statement or certificate, issued by the Registrar's office (or equivalent) from that institution confirming this.

The statement or certificate must be on headed paper, and must be an original copy.

The study must have been completed no more than **two years** prior to enrolment with The College.

Alternatively, applicants whose first language is not English, but who have satisfactorily completed a degree or other post-secondary qualification of a minimum duration of three full-time years, or equivalent, where the sole language of instruction and assessment was English, will not be required to take an English test, provided that they have resided in an English-speaking country since graduation. Applicants will be asked to provide proof of residency before an offer will be issued.

### **Academic Requirements**

- To do the Certificate IV course: successful completion of the Australian Year 11 or equivalent
- To do a Diploma or Advanced Diploma course: successful completion of the Australian Year 12 or equivalent, for overseas students, completion of high school certificate with any work experiences (Provide translated copies of transcript, school completion certificate and work experience from student's home country).

## **Enrolment**

### **Changing Enrolment Details**

Generally a student is not permitted to defer or alter the start date or end date of a course.

The College will report to DIAC any reasons for the alteration to the proposed dates of a course.

Once an overseas student has enrolled in a course, the College will not allow the student to defer commencement of studies, or suspend studies, except on the grounds of illness, evidenced by a doctor's certificate, or other exceptional compassionate circumstances beyond the control of the student, for example, bereavement. If a student defers or suspends the studies on any other grounds, the college will report the student as not complying with visa conditions to DIAC via PRISMS.

**See Student Services on Level 6.**

### **Deferment, Suspension or Cancellation of Enrolment**

A student may request to defer, suspend or withdraw at any time during the course.

Deferment, suspension and cancellation of enrolment can have an effect on a student's visa as a result of changes to the enrolment status. Students should refer to the Department of Immigration and Citizenship (DIAC) for advice. Phone 131881.

ANC will notify the Secretary of the Department of Education, Employment and Workplace Relations (DEEWR) via the Provider Registration and International Student Management System (PRISMS) of any deferment or cancellation of an overseas student's enrolment.

Unless there are special circumstances, supported by documentary evidence, DIAC will expect overseas students to return home during significant periods (28 days or more) of deferment.

Academic and financial penalties may apply depending upon the timing of the application. See ANCs Refund Policy.

#### **1. Before commencement at ANC**

Any student may apply to defer the commencement date of their enrolment by applying to the College in writing.

- Applications will be considered on the grounds of a delay in receiving a student visa
- Compassionate and compelling circumstances including but not restricted to:
  - unexpected severe illness or death of a family member
  - involvement of custody proceedings for their child the student
  - accompanying family member has an acute medical condition requiring treatment
  - the student has been involved in legal proceedings where the timing is beyond the student's control
  - the student has been caught up in a natural disaster, political uprising or other similar event
  - the student has an accident, falls seriously ill or contracts a serious medical condition after arriving in Australia
  - the student is pregnant (requiring a medical certificate)
  - unavailability of units as a result of a student failing a prerequisite unit/s

All students will be requested to submit documentation to support the authenticity of their case.

The student's Confirmation of Enrolment (CoE) will be cancelled and a new one created once the student notifies ANC of their intended date of re-enrolment.

If the student visa has already been issued the student should contact DIAC as a deferment could impact upon the visa.

## **2. Withdrawal from course**

An overseas student who wishes to withdraw from the course due to refusal of their visa application will be requested to submit a letter from (DIAC) supporting their claim. An overseas student (onshore) will be interviewed by a Student Services Officer.

## **3. After commencement at ANC**

### **i. Deferment of enrolment by student**

A student may apply to defer their enrolment based on compassionate or compelling circumstances, outlined in 1.1 above. The student will be interviewed by a Student Services Officer and asked to provide supporting documentation.

### **ii. Deferment of enrolment by ANC**

The grounds ANC can use to defer a student's enrolment include, but are not limited to:

- Where a commencing or continuing student does not arrive in time to commence classes for the relevant study period, the College may, in its absolute discretion, not permit the student to commence studies and defer or cancel the student's enrolment.
- Where a student elects to take credit/RPL and there are no other units in which the student can enrol in the relevant study period.
- Where a student receives permission to change to another intake.
- Where a student elects to take a leave of absence within the College's policies.
- Where a student elects to withdraw from their program within the College's policies.

## **Fees Refund Policy**

1. The application fee and accommodation placement fee are non-refundable
2. In the event of a student withdrawing from a course, an application for refund must be made in writing to ANC.

- If the notice is received by ANC at least 28 days before the course starts, a refund of 80% of tuition fees will be made.
  - If the notice is received by ANC prior to, but less than 28 days before the course starts, a refund of 50% of tuition fees will be made.
  - If the notice is received by ANC on or after the course starts, no refund will be made. If an exceptional circumstance exists, a refund will be given on a case by case basis.
  - No refund will be granted to a student whose enrolment is terminated for failure to comply with ANC's policies and procedures.
3. Any refund will be paid within four weeks after receiving a written claim by the student.
  4. In the event of ANC defaulting, the total tuition fee will be refunded to students within 2 weeks of the date of default. ANC will refund all paid tuition fees on a pro-rata basis within two weeks of the date of default. ANC will also give the student a statement that explains how the refund amount has been calculated.

(Provider defaults can include the course not starting on the agreed starting day; the course ceasing before it is completed, or the course not being provided in full to the student).

*This fees refund policy does not remove students' rights to take further action under Australian Consumer Protection laws.*

### **Fee Protection Policy**

ANC is committed to working within a fair and transparent framework with the charging of fees, providing protection for those fees paid in advance and giving refunds of payments, where appropriate, for all courses offered by the College.

## **Teaching Methods**

Our teaching methods include face-to-face instruction for groups of students. All instruction is given in English. The college is set-up with facilities that provide opportunities and ample space for students to practise and develop their skills. ANC students can join their local council library or state library (information for other libraries is kept in our library).

### **Flexible Learning and Assessment**

Programs are organised to emphasis flexibility of delivery and assessment to enable full participation by all students. Delivery alternatives include self-paced learning, presentations and role-play activities, computer-assisted learning, class excursions to experience 'real-life' scenarios, face to face lectures and tutorials and individual learning contracts.

All instruction is given in English. The College is set-up with facilities, which provide plenty of opportunity and ample space for student to practice and develop your skills. Using other library facilities: ANC students can join local council library or state library (information for join other library keep at our library shell).

### **Evaluation**

As part of our continuous improvement procedures you will be asked to complete a Course Evaluation survey. This is your opportunity to provide us with feedback on the course, the trainers and assessors, the course administration, the training facilities, the training activities, resources and

materials and the assessment procedures. Your comments enable us to make sure that your expectations are being met and to improve our services.

There is always room for improvement at ANC and we welcome feedback from students, through the suggestion box at reception, or through your trainer/teacher.

All services provide by ANC will be regularly reviewed, improved. And suggestions will be formally addressed, documented at staff meetings. Any areas of improvement will be reported on the outcomes of these meetings and report to students.

## **Records Maintenance**

Students' records are confidential and available to the student only and on request. Records of attendance, assessment outcomes and qualifications issued are kept accurate, up-to-date and secure.

The College keeps students' training results for 30 years.

## **Complaints, Disputes and Appeals Procedures**

ANC recognises that differences of opinion or grievances can happen from time to time. Students with a problem, complaint with another student, their trainer, the course content, the facilities or any component of the course should use the following procedure:

### Step 1:

- Identify and discuss the complaint with the other party
- Discuss the best outcome to the complaint
- Agree to act to resolve the complaint

Step 2: If the complaint is unresolved talk to your trainer who will try to remedy the problem.

Step 3: If the staff member is party to the grievance, they will not take part in any discussions or decisions made by the Principal.

Step 4: If after talking to the trainer the complaint remains unresolved, the student should approach the Principal who will mediate to resolve the problem. Students may choose to put the complaint in writing and address the letter to the Principal.

Step 5: The Principal will respond to the written complaint within 5 working days.

Step 6: Students have the right under the National Code of Practice (Paragraph 45) to formally present their case or to choose their own represent to be present at meetings so arranged. Students have the right to have their own friend or representative with them at any arranged meeting.

Step 7: If the student is dissatisfied with the outcome of the mediation they may appeal the decision by requesting an external independent arbiter. This gives them the opportunity to formally present their case.

Step 8: All stages will be documented and file notes provided to all parties involved. Students will be given a written statement of the appeal outcome and reasons for the decision (which will be placed in the student's file).

Step 9: External independent arbiters are:

**Australian Council for Private Education and Training (ACPET)**

P.O. Box Q1076, QVB Sydney NSW 1230

Ph: 02 92994555 Fax; 02 92994221

Email: [acpet@acpet.edu.au](mailto:acpet@acpet.edu.au)

Web site: [www.acpet.edu.au](http://www.acpet.edu.au)

**Inter MEDIA Dispute Management**

Jean-Marcel Malliaté

Suite 20 / 143 Trafalgar Street, Annandale, NSW 2038

Telephone: (02) 9261-1634 or 9518-314

Facsimile: (02) 9518-024

**Fair Trading**

NSW Office of Fair Trading

1 Fitzwilliam Street, Parramatta NSW 2150

Tel: 61 2 9895 0111, 13 32 20

Fax: 61 2 9895 0222

Web site: [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)

Step 10: If a solution has not been reached to the benefit of all parties, the complainant has the right to representation and appeal under the relevant State or Federal law.

**FLOW CHART OF PROCEDURES FOR HANDLING COMPLAINTS AND GRIEVANCES**

**TALK TO YOUR TRAINER FIRST**



**IF YOU CAN'T GET A SOLUTION TALK TO YOUR ACADEMIC COORDINATOR**



**IF YOU CAN'T GET A SOLUTION TALK TO THE COLLEGE PRINCIPAL (student can bring a support person)**



**IF YOU CAN'T GET A SOLUTION THE PRINCIPAL WILL ARRANGE A MEETING with the Principal, the Academic Manager and the Managing Director present**



**IF YOU CAN'T GET A SOLUTION THE PRINCIPAL WILL ARRANGE INDEPENDENT MEDIATION THROUGH ONE OF THE FOLLOWING AGENCIES:**

- ACPET (02) 92994555**
- Anti Discrimination Board (02) 9268 5544**
- Department of Industrial Relations 131 628**
- Human Rights and Equal Opportunity Commission (02) 9284 9600**
- Jean-Marcel Malliaté 9518-314**
- Fair Trading 13 32 20**

NB: 1. Students have the right to have their own friend or representative with them at any arranged meeting.

2. The availability of complaints and appeals processes do not remove the right of the student to take action under Australia's consumer protection laws.

### Complaints Handling Substantiation

ANC has a clear policy on handling complaints from students, staff and stakeholders. ANC is committed to ensuring that the organisation's policy is fulfilled. The procedure of this policy is:

- Receive the complaint in writing with date, signature and proper details of the complaint.
- Report the complaint initially to the Principal.
- Principal handles the complaint without any prejudice.
- If required the Principal informs the Managing Director.
- If further is required, an investigation is carried out.
- Initially a resolution should be attempted on a one to one consultation.
- If not resolved proper investigation should be carried out and documented.
- If ANC has to rectify its own policy and procedures, the College must act immediately. If the matter is between staff and stakeholders and staff and students, the matter should be dealt with accordingly.
- Utmost attempts should be made to resolve the issue in a manner so that all parties feel a win-win resolution.

### Disciplinary Action Procedure

Students are expected to follow all policies and procedures outlined in the Student Handbook so that all may benefit. Student enrolments or CoE's may be either suspended or cancelled for breaches of College Policy and Procedures, non payment of fees or breaches of your Visa requirements.

## Course Progress Policy and Procedures

ANC maintains a course progress policy for its vocational education and training courses.

ANC has identified the course requirements for each study period and is able to identify when a student has not passed or demonstrated competency in 50% or more of the course requirements. The assessments are carried out by each teacher in an assessment session during or at the end of the subject. The time, date, location and duration of the assessment are identified to the student by the subject's teacher in the study guide and provided in the first session of the subject.

All assessment outcomes are systematically recorded by teachers, at the end of the 5 week study period, written records are passed on to the Student Records Administrator and entered in the college database.

Upon completion of all data entry of assessment outcomes, one week after end of the study period, a search of the database then is able to identify students who are not making course progress.

Illness or other excused absences must be supported by documentary proof. These should be submitted as soon as possible after the absence.

Students failing to make academic progress will be subject to the following actions:

#### ***Stage 1: 1st Level Warning Letter (Non-Compliant Academic Progress Rate Letter 1)***

The **1st Level Warning Letter** is issued to students' whose performance falls below 50% of the colleges' required academic progress in the first 2 subjects in which they are enrolled. Students will be requested to attend a meeting with the Academic Manager to discuss the events, incidents and/or issues of concern. The student will be contacted to make an appointment for counselling by a personal message through the college's intranet, email to the address the student has supplied, telephone or mailed letter. At the counselling session students may be advised, where appropriate,

of the suitability or otherwise of the course in which they are enrolled, opportunities for reassessment in areas where they had previously not received a pass/competent grade and that unsatisfactory course progress in two consecutive study periods (i.e. 8 subjects) for a course could lead to the student being reported to DIAC and cancellation of his or her visa depending on the outcome of any appeals process. This discussion will result in recommendations for improvements, together with an appropriate action plan with timelines if considered necessary. As part of the counselling session the student will be offered various types of support as appropriate to the student's particular circumstances. These include:

- Attendance at English language (ELICOS) classes
- Close monitoring and support by module teacher
- One-on-one tutoring to address specific problems
- Counselling with college staff to help with personal problems
- Referral to outside professional bodies.

Details will be recorded and filed.

Students may have a support person with them at the counselling session.

### ***Stage 2: 2nd Level Warning Letter (Non-Compliant Academic Progress Rate Letter 2)***

If there is no significant improvement in performance as agreed in Stage 1, or if the student falls below 50% of the colleges' required academic progress in the 3rd and 4th subjects in which they are enrolled, management will issue the **2nd Level Warning Letter** to students. Students who receive this warning should treat it as serious. Students are required to attend a meeting with the Academic Manager to discuss the matter. At the counselling session students may be advised, where appropriate, of the suitability or otherwise of the course in which they are enrolled, opportunities for reassessment in areas where they had previously not received a pass/competent grade and that unsatisfactory course progress in two consecutive study periods (i.e. 8 subjects) for a course could lead to the student being reported to DIAC and cancellation of his or her visa depending on the outcome of any appeals process. This discussion will result in recommendations for improvements, and students must submit a **written Student Action Plan** which can be accessed through Reception. This plan will be written jointly by the student and staff member in the counselling session. It will identify the problems and outline the steps and timeline required to rectify the situation and enable the student to achieve satisfactory progress. The student will agree to abide by the Student Action Plan. A copy of the plan will be placed in the student's file.

Students may have a support person with them at the counselling session.

### ***Stage 3: 3rd Level Warning Letter (Non-Compliant Academic Progress Rate Letter 3)***

A **3rd Level Warning Letter** will be issued to students if there is no marked improvement following the first and second meetings and warnings, or if the student falls below 50% of the required academic progress in the 5th and 6th subjects of their enrolment. The student should treat this matter with urgency and is informed that if the situation continues the next meeting will be a final meeting. At the counselling session students may be advised, where appropriate, of the suitability or otherwise of the course in which they are enrolled, opportunities for reassessment in areas where they had previously not received a pass/competent grade and that unsatisfactory course progress in two consecutive study periods (i.e. 8 subjects) for a course could lead to the student being reported to DIAC and cancellation of his or her visa depending on the outcome of any appeals process.

Documents and information related to the matter will be recorded and filed.

Students may have a support person with them at the counselling session.

#### ***Stage 4: Intention to Report within 6 weeks Letter (Intention to Report Letter 4)***

If the disciplinary review process fails and the student continues to fall below 50% of the college's required level of academic progress in the 7th and 8th subject of enrolment, the student will be issued with an **Intention to Report within 6 weeks Letter**. Students who receive this letter are required to attend a meeting with management. This will be the final meeting to discuss the students' options and management will provide evidence that, despite the course of action taken, the issue persists. If the student fails to attend it may result in management cancelling the student's Certificate of Enrolment and contacting the Department of Immigration and Citizenship (DIAC). An unsatisfactory outcome of the meeting may also result in the cancellation of the CoE which could lead to the cancellation of the student's visa. Students may have a support person with them at the counselling session.

Documents outlining the reason and action taken will be recorded and filed.

All students have the **right to appeal** within 20 working days (Standard 8).

#### **Appeals**

A student may appeal to the College Principal on the grounds of:

- The college's failure to record or calculate the student outcomes accurately
- Compassionate or compelling circumstances
- College's failure to implement the Intervention Strategy and other policies according to its documented policies and procedures that have been made available to the student.

#### ***Successful Appeal***

In the case of a successful appeal there are a range of possible outcomes:

- If there is a finding that the College failed to record or calculate the student outcomes accurately and the student is, in fact, making satisfactory progress there is no need to activate the intervention strategy or make a report to DIAC
- If a student is found to be not making satisfactory course progress for compassionate or compelling reasons the College will provide support through its intervention strategy and will not make a report to DIAC.

At this stage the Intervention Strategy will be used to provide support as outlined previously.

#### ***Unsuccessful Appeal, or Withdrawal From or Non Use of Appeals Process***

The College Registrar will notify the Secretary of DEEWR through the PRISMS system as soon as practicable of the student not achieving satisfactory course progress if:

- The student didn't exercise their choice to access the complaints and appeals process within the 20 day period
- The student withdrew from the appeals process
- The process is completed and the result finds in favour of the College's decision to report the student.

## **Student Feedback and Quality Improvement**

There is always room for improvement at ANC and we welcome feedback from students, through the suggestion box at reception, through your trainer/teacher or the Student Feedback Survey. These are your opportunities to provide us with feedback on the course, the trainers and assessors, the course administration, the training facilities, the training activities, resources and materials, the assessment procedures and your agents. Your comments enable us to make sure that your expectations are being met and to improve our services. Suggestions and Feedback may be anonymous.

All services provide by ANC will be regularly reviewed and improved. Suggestions will be formally addressed at staff meetings. Any areas of improvement will be reported on the outcomes of these meetings and reported to students.

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## Section 3: Academic Policies

### Textbook Loans Policy

ANC provides textbooks that reflect the current trends and demands of the courses it provides. Trainees are required to pay a \$200 bond at enrolment before being loaned any textbook/s. The bond will be returned to the applicant following return of all textbook/s in good condition less a \$50 hire fee. No bond will be returned to applicants who do not return the textbook/s in good condition.

#### Procedures

1. At enrolment each trainee signs a contract acknowledging responsibility for books which are issued to them. Trainees promise to look after the books and return them on time. As well as signing a textbook contract trainees sign a printout, listing books which are issued to them. This is updated periodically as additional texts are borrowed.
2. Trainees return their books according to the loan period of each particular title - major texts from management or accounting are on annual loan while texts for individual units are lent out for shorter periods.
3. Each book has been classified with regard to its physical condition.
4. Four classification standards range from "A" for new texts to "D" for very old or damaged books. Trainees are expected to return books in the condition in which they borrowed them (allowing for normal wear and tear) and penalties are imposed if this does not occur.
5. Whether a textbook has been returned in the same condition will be decided wholly at the discretion of the SSO.
6. Unless other arrangements have been made with the SSO, textbook/s must be returned to Level 6 Reception at the end of each semester.
7. Trainees may be refused textbooks for the next semester if textbooks loaned previously were not returned promptly and in the same condition.
8. The current replacement price plus an administration fee (\$2 - \$3 per book depending on processing procedures) is charged per book. It is the responsibility of trainees to notify the SSO if a loss occurs. In most circumstances replacement texts will not be issued until lost books are paid for.
9. The bond may be altered at the discretion of the SSO where it is deemed reasonable to do so.
10. The number of texts issued to trainees depends on the units studied. Some units have one or more texts while others don't require formal text books. Some subjects use "in house" coil bound publications produced by the college.
11. Trainees are expected to have their texts with them for class. Random book checks occur from time to time to ensure books are being looked after or that they haven't been lost.

### Recognition of Prior Learning (RPL)

If you believe you already have the skills and knowledge required in the unit(s) in which you are enrolled you can apply for RPL. It does not matter whether you acquired your skills and knowledge through informal learning, work experience and/or life experiences. Recognition is granted as a result of identifying and assessing your previous and current formal education, training and experience. The details are measured against pre-determined performance standards, which have

been determined by industry, from a learning module, unit or element of competency listed in an accredited training package or course.

RPL can be applied for at the beginning of a course. Students cannot apply for RPL or RCC at the end of their course.

To prepare for Recognition you should indicate your decision to apply for recognition as soon as possible at enrolment or after the induction and orientation program.

Obtain a copy of the RPL Procedure and Application Form from Michael on Level 5. Decide which unit(s) you want to apply for RPL in. Provide evidence of your previous and current formal education and training in that unit. Overseas qualifications may be assessed if:

- Original documents from the overseas institution are produced
- Documents give a full course outline showing competencies achieved learning outcomes/course structure
- Documents are accompanied by an authorized English translation if necessary

Life experience, where a student claims to have the required competencies gained on-the-job, or in any other way. In this case, a qualified staff member arranges and assessment of the student by any means deemed suitable in the Training Package.

If you require further information please ask your trainer and/or the administration office.

**Students should be aware that any credit awarded will reduce the length of the course and their visa. RPL applications will be reported to the Immigration Department.**

### 1. Initial Support and Counselling

Initial support and counselling is provided to candidates to ensure realistic expectations about RPL to identify relevant courses and to provide information about learning outcomes and assessment benchmarks for consideration by candidates. Support and counselling is conducted:

- In a comfortable environment (The student interview room/ staff office)
- With individual interviews or group sessions as appropriate
- With the opportunity for candidates to clarify their objectives and express their fears
- With guidance and support if required from a skilled member of the staff with sound knowledge of the courses

### 2. Application

Candidates must document their claim for competency in sufficient detail to enable the assessor to decide on assessment needed. This consists of the RPL request form and accompanying documentation as outlined above. The Principal will assist candidates to identify the best means to prove their claim to select and organise acceptable evidence and to complete and submit the application. Candidates will be provided with:

- Application forms in plain English
- Performance criteria for competency learning outcomes
- Guidelines as to possible sources of evidence
- Self-assessment opportunities based on learning outcomes
- Opportunities for further support and application assistance from a trained member of staff
- The opportunity for refresher learning prior to assessment
- The opportunity to negotiate the form of assessment

### 3. Processing Fee and Time Frame

A Processing fee of AUD\$60 will apply to each and every application of RPL. This fee is non-refundable regardless of the outcome of the RPL application.

The processing will be normally taken two week.

#### 4. Assessment

The Principal reviews the evidence to determine whether the candidate can demonstrate the claimed competencies. During assessment the Principal is required:

- To be fair and reasonable during assessment
- To be familiar with field, with relevant industry standards and with assessment methods and procedures appropriate for RPL
- To make proper assessment decisions based on explicit evidence of competency
- To expedite assessment and to avoid unnecessary delay
- To use cost and time effective methods appropriate to the assessment rigor necessary and level of risk
- To consider the authenticity validity relevance to the learning outcomes currency and variety of evidence
- To systematically review the evidence provided in the application form and through interview, workplace assessment and/or performance test.

#### 6. Post—Assessment Guidance

Post-assessment guidance assists the candidate and the organisation to obtain feedback and evaluation concerning the RPL process. The Principal:

- Provides clear prompt and constructive feedback and reviews the results with candidates
- Advises candidates concerning their learning/development plan
- Informs unsuccessful candidates about appeals provisions
- Obtains feedback from the candidate on the RPL process via the RPL Feedback Form

#### 7. Certification

If assessment successfully demonstrates competency the Principal recommends appropriate certification. The Principal records the assessment outcomes in the RPL Register and the student's file.

Where RPL is granted the ANC will notify DIAC and provide, where possible, meaningful learning activities for the student for the resulting change of the course duration ensuring a full-time 20 hour per week load. The resulting change of course duration will be reported to DIAC via PRISMS.

## Reporting Procedures

ANC is required to report to DIAC about student non-compliance with course requirements. To ensure reporting is consistent and accurate ANC adopts the following procedures:

1. Students can access an unofficial transcript informing them of their academic progress and fee payment status by interview with College staff or via the student intranet.
2. Attendance and grades for each term are provided to the student on request so that students can check their attendance and academic progress as soon as practicable after the completion of the subject.

3. Students who receive notification through a warning letter about any irregularities for attendance, progress or outstanding fee payment must immediately contact the Principal or the Academic Manager to resolve these irregularities.
4. Students who do not resolve the academic irregularities are issued with an **Intention to Report** letter at the end of the following warning period.
5. Students who fail to resolve academic progress problems after the **Intention to Report** letter has been sent will be reported to DIAC via the PRISMS system at the earliest practicable time. DIAC will decide whether the student is no longer bona fide.
6. Please note that students who have been reported to DIAC are generally **not allowed to reenrol** in the college.

## Conduct of Assessment

Assessment is conducted in accordance with Standards 8 and 9 of the *Australian Quality Training Framework for RTOs 2001* and developed in consultation with industry stakeholders.

Assessment is competency based against the standards outlined in the units of competency in the BSB07 Business Services Training Packages. It includes:

- Diagnostic assessment to determine training needs**
- Formative assessment during the training**
- Summative assessment of performance at the completion of training**
- Recognition of prior learning or recognition of current competency**

Assessment involves the collection of sufficient evidence to demonstrate competence. This may include:

- Measurement of services delivered**
- Observation of processes carried out**
- Measurement of knowledge and understanding**
- Observation of attitudes demonstrated.**

Assessment methods may include:

- Demonstration of skills
- Production of a piece of work
- Written and/or oral questions
- Group discussions
- A portfolio of work
- Oral presentations
- Conduct of a project

On enrolment students are given information on the course including the units of competency incorporated in the course and the assessment activities to be completed. Students are encouraged to check the development of their skills and knowledge and indicate their readiness for assessment. During the course the trainer maintains individual assessment records in hard and soft copy.

The details assessment policy & procedures are as follow:

### Assessment Policy & Procedures

These principles have been adapted for ANC from Australian Quality Training Framework and Training package.

Competency based assessment involves making judgements about student's performance against a set of criteria or benchmarks. These benchmarks are the competencies (and units and elements of competencies) given in the Training Packages.

All courses/modules delivered at ANC are delivered to meet one or several competency requirements from a training package. The assessment strategy for each competency, or unit of competency, is given in each section of the Training Package. The assessment strategy for a course/module is given in the introduction – course description – of the course/module.

Teachers have the flexibility to choose an assessment method that best suits the students, as long as there is an assessment methodology that meets the requirements. A clear link must be evidenced to show how the assessment method meets the requirements of the Training Package.

Assessment within the College is to be done during, and at the end of all periods of training, by qualified staff.

### **ANC's Vocational Grading System**

This grading system is applied to vocational units of competency at ANC

#### ***Not Yet Competent (NYC)***

Work not yet demonstrating achievement to the specified standard of one or more elements of the unit of competency. Student does not display and/or apply sufficient understanding of the key concepts and work performances of one or more elements of the unit of competency.

#### ***Competent (C)***

Work demonstrating achievement to the specified standard of all the elements of the unit of competency Student displays and applies an understanding of the key concepts and work performances of all the elements of the unit of competency.

#### ***Credit (CRC)***

Work demonstrating achievement to the specified standard of all the elements of the unit of competency as well as demonstrating a level of performance that meets the additional criteria for competency with Credit.

Student displays and applies a heightened understanding of the key concepts and work performances of all the elements of the unit of competency.

#### ***Distinction (DC)***

Work demonstrating achievement to the specified standard of all the elements of the unit of competency as well as demonstrating a level of performance that meets the additional criteria for competency with Distinction.

Student displays and effectively applies an advanced understanding of the key concepts and work performances of all the elements of the unit of competency.

#### ***High Distinction (HDC)***

Work demonstrating achievement to the specified standard of all the elements of the unit of competency as well as demonstrating a level of performance that meets the additional criteria for competency with High Distinction.

Student displays a highly developed understanding and expertly applies a highly developed understanding of the key concepts and work performances of all the elements of the unit of competency

Note: Any student who achieves 41% to 49% can resit their exam.

A fee for resit exam is AUD\$100.00 per subject.

### **Plagiarism**

Work completed must be the student's own original work and must show evidence of original thought, research and initiative.

Cheating and plagiarism can give rise to instant failure and the requirement to repeat a subject or unit in its entirety.

You are strongly advised against sharing your assignments/assessments or other course work with your fellow students as this may lead to plagiarism of your work.

### **Assessment Appeals**

Students who are dissatisfied with a *Not Yet Competent* decision can appeal the decision.

Procedure for appeal:

1. Speaking to the assessor to request a review of the evidence and justifying the need for a re-assessment
2. Meeting with course coordinator to assist with the appeal
3. Organising a re-assessment with an independent assessor appointed by the Principal (if deemed necessary)

ANC will provide them with a written statement of the appeal outcome. Each appeal and outcome will be record in writing.

### **Rescheduled-assessment Policy**

- ANC is committed to validity, reliability, flexibility and fairness in assessment processes for the training programs that it delivers to its students.
- Students who are absent on the day of assessment **must notify** ANC of their inability to attend prior to the assessment time. A **medical certificate** must be supplied.
- Students who know in advance that they will not be able to make the assessment must inform the member of staff responsible for setting the assessment.
- Students who have missed an assessment for either of these reasons must apply for the missed assessment to be rescheduled.
- Students are notified in advance of reassessment dates and times by the member of staff responsible for the assessment.
- If these conditions are not adhered to, students will be deemed **NOT YET COMPETENT**.

Failed assessment tasks can be submitted free of charge until the final date for assessment in the subject. After results are published, students have 2 weeks to resubmit failed assessments at the price of \$50 per assessment. Any assessment resubmitted after this 2 week period will attract a fee of \$150 per assessment. A fee for resitting an exam (which requires staff supervision) is AUD\$100.00 per subject.

### **Recognition of Qualifications Issued by Other RTOs**

ANC recognises relevant AQF qualifications and or Statements of Attainment issued by any other RTO. We reserve the right to verify the authenticity of such documents as required and to determine the currency of the units of competency/modules indicated on the transcript

### **Issuance of Qualifications**

On successful completion of all units of competency you will be issued with a qualification. If you do not complete the entire course of study a Statement of Attainment will be issued for successful completion of individual units of competency.

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## Section 4: Occupational Health and Safety

### NSW Occupational Health and Safety Act 2000 and WorkCover NSW

ANC guarantees to meet its duty of care to staff, students and visitors by providing a healthy and safe environment in which to work and study.

In case of fire, all people are to make way to the nearest exit and meet outside and well clear of the building for roll call.

No Smoking is allowed in any area of the building. If you wish to smoke you must leave the premises.

A First Aid Kit is located in the front office.

### General OHS Considerations

#### Health and Safety Rules

1. No smoking at the school or Reception
2. No alcohol or drugs at the school or Reception
3. Know and observe OHS&W rules
4. Know and observe details of emergency response and evacuation plans
5. All work at heights must have permission of the CEO before commencement
6. Do not undertake work for which you are not qualified. E.g. electrical maintenance
7. Be responsible for your own actions and do absolutely nothing to endanger another person's health or safety.
8. Report all potential hazards, accidents and near misses to the CEO.
9. Keep work areas neat and tidy at all times
10. Seek assistance if required to lift heavy items
11. Observe hygiene standards particularly in kitchen and bathroom areas
12. Be aware of the hazards of sitting for extended periods at computer screens and sit appropriately, and rest as necessary.

### Specific OHSW Considerations

In the light of the policies and rules above, we draw attention of staff, teachers and students to the following:

#### Computer Facilities

1. Extended periods of work with computers can result in general fatigue and eyestrain, whilst repetitive tasks and incorrect posture will result in consistent aches and pains.
  - Consequently, current OHS guidelines indicate that people working for long periods at computers should organise their work so as to allow a five to ten minute rest every hour. This rest should include a change of position and stretching exercises as appropriate.

2. Posture can be improved by adjusting chair height so that the operator's feet are comfortably placed on the floor (or footrest) and your arms are at an approximately 90-degree angle.
3. The screen should be positioned to avoid reflection from lights and windows and at a suitable distance so that it can be easily read.

### **Electrical Equipment**

1. Appropriately licensed personnel must perform any work performed on electrical equipment.
2. Electrical equipment that is mal-functioning must be brought to the attention of the CEO.

### **Fire Safety**

1. We will undertake to communicate the procedures involved in evacuation and the location of fire equipment to all students; and to users of the Reception at least twice each year.
2. All students and Reception personnel need to be familiar with the location of all EXITS and fire extinguishers. Please consult available maps to determine location.
3. It is the user's responsibility to understand fire drill procedures displayed around the premises.
4. Users are asked to attend any instructions on the use of fire devices.

### **First Aid**

1. Provision for first aid facilities are available where training is delivered.
2. There is a first aid kit located at Reception.
3. All accidents must be reported to the CEO.
4. The accident and any aid administered must be recorded in the "FIRST AID ADMINISTRATION" booklet attached to the FIRST AID kit.

### **Lifting**

1. Never attempt to lift anything that is beyond your capacity.
2. Always bend your knees and keep your back straight when picking up items
3. If you have experienced back problems in the past do not attempt to lift heavy objects or persons. Ask someone else to do it for you.

### **Lighting**

1. Always ensure that there is adequate lighting for all tasks.

### **Work and study areas**

1. Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over.
2. Place all rubbish in the bins provided.
3. Ensure that kitchen bench spaces are left clean and tidy and that all dishes are washed.
4. Do not leave tea towels or any cleaning cloths in a bundle on the bench tops or draped near any bin.
5. Do not sit or climb on any desks or tables.

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## Section 4: Standards of Behaviour

### Student Responsibilities

#### Code of Behaviour

While you remain a student at ANC it is your responsibility:

- To conduct yourself in a safe and healthy manner.**
- To behave in a manner which prevents injury and disease to you, your trainer and fellow students.**
- To identify and report to your trainer any possible hazards from equipment, facilities and the environment.**
- To comply with and assist in the College's emergency procedures.**
- To refrain from smoking anywhere in the College's building**
- To refrain from drinking and/or eating in the classrooms.**
- To attend class regularly and punctually.**
- To ensure no discriminatory, harassing or bullying behaviour at all times to other students, staff, work placement supervisors or visitors to the College.**
- To report any discriminatory behaviour, harassment or bullying to your trainer, workplace supervisor or principal.**
- To refrain from unacceptable behaviour including the use of bad language, alcohol and drugs**
- To refrain from the use of devices which may disrupt classes e.g. mobile phones and pagers.**

#### Attendance Policy

Attendance is an essential element of a student's program for full-time students. It is important that students try to arrive to class on time, including returning from morning and lunch breaks, as lateness interrupts other students and valuable work is missed. Training time should be seen as high priority.

#### Daily Attendance

All students are to be in class by their set training session time.

The student attendance roll is recorded for each session of the day.

#### Scheduled Leave and Requests for Leave

Full-time students are required to study for a minimum of 36 weeks per year. Regular breaks are scheduled throughout the year and students should arrange travel and holidays during those breaks. Students may complete a **Leave Request Form** but you should understand that no leave will be permitted if it clashes with the required units for your course.

#### Other forms of student leave

##### 1. Medical Leave.

Students who are absent through illness or injury must inform the college and provide a doctor's certificate

## 2. Other Excused Absences

Exceptional compassionate leave will be granted when circumstances beyond the control of the student prevent attendance e.g. bereavement. Appropriate evidence should be provided.

**Please note:** Requests for leave will not be approved by the college if the student is below 50% or at risk of falling below 50% of the colleges' course progress requirements.

### Course Deferment

Granted to students on the grounds of compassionate and compelling circumstances. Examples would include serious illness of the student supported by Medical certificates.

### Absenteeism Policy

Students must abide by the following conditions in regards to their assessments:

1. Students who are absent on the date of assessment must notify ANC of their inability to attend prior to the assessment time. **A medical certificate must be supplied.**
2. Students who know in advance that an assessment date cannot be met must inform the member of staff responsible for setting the assessment and organise another appropriate time for the assessment to be done.

**FAILURE TO COMPLY WITH THIS POLICY MAY RESULT IN SUSPENSION FROM THE COURSE OF STUDY.**

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## Section 5: Student Support

### Orientation

On first day of attendance students will be given an orientation session which will:

- Welcome students and introduce staff,

- Provide students with a tour of the College
- Familiarise students with the facilities,
- Provide students with a Student Handbook and course information,
- Issue a student ID card to students

Questions answered and given information about:

- Accommodation, finances and further study**
- Requirements to receive a qualification**
- Certificates issued on successful completion of the course**
- How student's skills, knowledge and attitudes will be assessed**
- Recognition of prior learning or recognition of current competency**
- How a student can appeal if they don't agree with their assessment outcome**
- How a student can complain if they are not satisfied with anything or anyone**
- How students can get extra help with learning**
- Course timetable**
- Course content**
- Emergency evacuation procedures**
- Your obligations as a student at ANC including attendance and academic performance requirements.**

## Support Services

**Student Vocational Counselling** to improve and extend training outcomes. Students are advised to make an appointment to see the Principal/trainers/assessors or course coordinator who are responsible for monitoring student progress.

**Additional support and services include:**

- Educational and Career Counselling
- Assistance when applying for RPL and RCC

Make an appointment at reception.

**Personal Counselling services** are available to all students and staff from management which may take the form of advice or referral to other services. Personal counselling services must meet ANC's code of practice and confidentiality policy. Personal counselling services include but are not restricted to:

- Grievance /conflict resolution
- Stress management, adjusting to life in Australia
- Access and equity issues
- Student welfare and support
- Attendance problems
- Personal/cultural problems, if you have stressful circumstances or emotional issues which interfere with your studies

**Language, Literacy and Numeracy (LLN) Support** is available. Students are invited to attend our English for Academic Purposes classes on Level 1. Students needing (LLN) support are identified on enrolment. Additional fees will apply.

### External Support Agencies

**Professional counselling** is available for students.

First Light Care Associate  
 2/627 George St  
 Sydney NSW 2000  
 Tel: 02 9211 9988  
 Contact person: Euphine Siu

You may make appointment to seek advice from them. This service is confidential.

### **24 hour Crisis Emergency Contacts**

<b>Agency</b>	<b>Contact number</b>
Emergency Police/Fire/Ambulance	000
Police (Town Hall)	02 92656595
Fire Brigade (Elizabeth Street)	9265 2799
Ambulance Bookings Head Quarters	13 1233 9320 7777
Local Hospital Sydney Hospital	9382 7111
State Emergency Services	13 2500
Poisons Information Centre	13 1126
Dept of Community Services (District Office) East Sydney	8303 7688 13 2111
Centacare Sydney	9390 5377
Community of Health Centre Prince of Wales Hospital	9382 8060
Bereavement Care Centre Eastwood (only 1 in Sydney)	1300 654 556
Grief Support Inc. Wahroonga (covers Sydney)	9489 6644
Local St Vincent de Paul Counselling Redfern	9698 1529
Drug Rehabilitation Counselling Live in Langton Centre – Surry Hills	9332 8777
PALM (Program Adolescent Life Management)	9332 8777 9399 9093
Lifeline	131 114
Salvo Care Line	9331 6000
Salvo Suicide Prevention/ Crisis Line	9331 2000
Salvo Youth Line	9360 3000
<b>Sexual Assault:</b>	
NSW Rape Crisis Centre	98196565 1800 424 017
Eastern and Central Sexual Assault Services	9515 3680
Crisis Service-ask for after hours crisis workers	9515 6111
<b>Alcohol and Drug Counselling</b>	
Alcoholics Anonymous (24 hours)	9799 1199
<b>Victims of Crime Support Line</b>	
24 hour information, support and referrals	9374 30000
<b>Emergency Accommodation</b>	
Women's refuges-referral to a women's refuge	9560 1605
<b>Interpreting Service</b>	131450

### **Bank Account and Money Matters**

All major banks have a branch in George Street, Sydney. Most shopping centres have Automatic Teller Machines (ATM) facilities.

**The nearest Medical Centre**

HSBC Building, Pavilion Plaza, Mezzanine Level 1  
580 George Street, Sydney NSW 2000  
Tel: 02 9261 9261

**Airport Pickup, Home stay and Accommodation:**

ANC will provide those services to its students when they arrive first time to Australia. Students will be charged nominal fees to use these services.

The fees for the service:

- Airport pickup: AUD\$140.00
- Home stay arrangement fee: AUD\$260.00, (weekly fee between AUD\$250.00 to AUD\$280.00)
- Homestay accommodation includes breakfast and dinner daily, breakfast, lunch and dinner on the weekends. All fees are quoted in Australian dollars (A\$) and include GST

**Homestay Booking for Single (Independent) Student**

Type of Accommodation	Age	Cost per week (\$A)
Single room	Over 18 years	\$260
Share room (2-4 students per family)	Over 18 years	\$240
Single room	Under 18 years	\$290
Share room (2-4 students per family)	Under 18 years	\$270

**Overseas Student Health Cover (OSHC) Arrangement**

ANC (or the student's agent) can arrange OSHC for the student **prior** to their granting of a visa. OSHC is a compulsory requirement of DIAC---student visa holders must have Overseas Student Health Cover. Ultimately the student is responsible for ensuring coverage is for the proposed duration of their visa.

For a quick online quote see: <https://www.oshcworldcare.com.au>

**Student Visa Requirements**

All students should be aware of the following student visa requirements:

- Students must study a full-time course which is a minimum of 20 contact hours per week
- Each student must attend a minimum of 80% of all scheduled classes for each term
- Students must provide current and accurate contact details to the education provider. If contact details change, students are required to give a change of details form to the college.
- Students are able to work up to 20 hours per week while studying.
- School-aged dependents accompanying you to Australia are required to pay full fees if they are enrolled in either a government or non-government school (for fees for dependants of overseas students seeking enrolment in NSW government schools please see [www.det.nsw.edu.au](http://www.det.nsw.edu.au) )

For more information about visa conditions visit: [www.immi.gov.au](http://www.immi.gov.au)

## College Facilities

ANC provides training in a professional learning environment. Our classrooms are modern, well lit and insulated against outside noise or interference from other classes. They are air-conditioned and have windows. They are fitted with sufficient power points, teacher and student furniture. General facilities for students include:

- Computer Labs
- Social Programs
- Accommodation Options
- Lunch Area (microwaves ovens, fridges provided for students)
- Equipment
- Classrooms have computers, video, cassette recorder, audio-visual teaching aids and whiteboards as needed.
- Overhead projectors are also available as a teaching aid.

In the event of a planned relocation of the college we will notify DIAC, VETAB and our students at least three weeks prior to the relocation taking place.

### Morning/Afternoon Tea and Lunch Break Facilities

A lunch and morning tearoom and facilities are available for you to use during breaks. Please keep this room clean and tidy.

## Safety

In general, Sydney is a safe place to live. However, you must be aware of potential dangers and risks whilst travelling around the city, avoiding lonely or gloomy places, especially at night - walk with a friend or stay with a crowd, avoiding empty train carriages, taking an aisle seat.

We encourage ALL students to be responsible for their own personal safety and help them to acquire skills to be able to do this so that they will be able to make the correct decisions and know where to get help if or when they are confronted with danger.

## Mailing Services

There is local Post office located at corner of George and Market Street, Sydney.

## Transport in Sydney

The motor car, bus, train, ferry are the main forms of transport used in Sydney, look up the [website](http://www.131500.com.au) for bus/train/ferry timetables and fares. [www.131500.com.au](http://www.131500.com.au)

## Shopping

The closest shopping centre is Pitt St shopping centre. There are many convenience stores near by the College as well. The Café shop just is next door of ANC.

### Cost of living

Estimated living expenses for an international student are approximately \$AUD18, 000 to \$AUD20, 000 a year. This covers food, accommodation, travel, entertainment and clothing.

### **Suggested Weekly Budget**

The average international student in Australia spends about \$400 per week on:

- Accommodation;
- Food;
- Clothing;
- Entertainment;
- Transport;
- International and domestic travel;
- Telephone and incidental costs.

You may spend more or less, depending on where you choose to live and your lifestyle.

You may like to look at [http://grocery.bestpricedirectory.com.au/coles\\_m154.html](http://grocery.bestpricedirectory.com.au/coles_m154.html) to compare prices for different foods.

(Figures are in Australia dollars and accurate as of July 2010)

### **Some useful websites for information about living in Sydney**

[City of Sydney](#) - The official site

[Sydney CitySearch](#) - Find out what's happening in Sydney and what you can do in your free time.

[Sydney Transport](#) - Information about travelling in Sydney including timetables

[Sydney.com.au](#) - Sydney online

[Sydney Weather](#) - Have a look at the weather this week in Sydney.

[Whereis.com.au](#) - An online directory service

### **Working in Australia**

You may apply for work permission through the Department of Immigration and Citizenship online by the following link

[https://www.ecom.immi.gov.au/visas/html/questionnaire/Students\\_Self\\_Selection\\_2\\_PTW.htm](https://www.ecom.immi.gov.au/visas/html/questionnaire/Students_Self_Selection_2_PTW.htm)

You may also visit the Department of Immigration and Citizenship.

#### **Maximum working hours permitted**

If you are given permission to work, you may only work for a limited number of hours each week.

<b>If you are granted permission to work as a ...</b>	<b>Then you may work for ...</b>
Student (condition 8105)	A maximum of 20 hours a week during the term, not including work that is a formal registered part of your course, and unlimited hours during recognised periods of vacation.
Member of a student's family (condition 8104)	A maximum of 20 hours a week throughout the year for the duration of your visa.

### **Volunteer work/unpaid work**

If you volunteer or take part in unpaid work, then you must apply for permission to work. Any volunteer or unpaid work counts towards the limit of 20 hours per week.

### **Tax File Number**

In order for you to work in Australia, you need to obtain a Tax File Number (TFN). You can obtain a TFN through the Australian Tax Office. You will need to contact them about their requirements and processes. Visit the ATO website for more information:

[http://www.ato.gov.au/individuals/pathway.asp?pc=001/002/001/008/002&mfp=001&mnu=51#001\\_002\\_001\\_008\\_002](http://www.ato.gov.au/individuals/pathway.asp?pc=001/002/001/008/002&mfp=001&mnu=51#001_002_001_008_002)

## Declaration

I have read, understood and agree to comply with the information outlined in the *Student Handbook*.

**Student's Name:**

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**Student's Signature:**

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**Date:**

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**Please complete then tear this page out and return to your trainer.**