



**INTERNATIONAL
STUDENT
HANDBOOK**

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PATHWAYS TO SUCCESS



WELCOME TO NURSE TRAINING AUSTRALIA

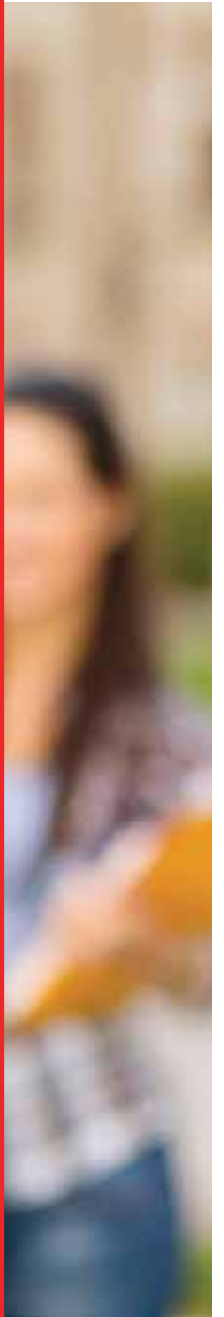
Thank you for choosing Nurse Training Australia

The decision to undertake study is an important one. Whether you are seeking to update or upgrade existing skills, or embarking on a new career, our courses and team of friendly and dedicated staff is available to make your learning experience at the College rewarding.

To guide you through your study, we have developed this Student Handbook. It sets out a range of processes and procedures that have been put in place to guarantee consistency and quality. We aim to provide you with the best facilities, trainers and support services to ensure that your learning experience meets and exceeds your expectations.

To help us maintain our high standards, please take time to read this information. During orientation we will take you through the handbook and you will complete the "Declaration". You may wish to refer to the details in this handbook during your training, so keep it in a safe place.

The Team at Nurse Training Australia



[REGISTERED TRAINING ORGANISATION (RTO) & CRICOS PROVIDER

As a registered training organisation (RTO) and a CRICOS provider, Nurse Training Australia (NTA) is bound to comply with the Vocational Quality Framework (VQF), the ESOS Act 2000, the National Code of Practice 2007 and other requirements specified by the Australian Skills Quality Authority (ASQA).

NTA is registered by the government regulator, called the Australian Skills and Quality Authority (ASQA). www.asqa.gov.au

You will be guided and provided with information in this handbook and off the website and through our student services department to make sure that you understand what it means to be a successful student at NTA.



STUDYING AND LIVING IN AUSTRALIA (NSW & SYDNEY)

You will be guided in this handbook and to other websites that set out your obligations as an overseas student studying in Australia. A very good resource for you to keep going back to is the Future Unlimited website www.studyinaustralia.gov.au and www.study.Sydney website which has adequate resources and information for international students to study in Sydney.



Living costs in Australia

Knowing the average living costs in Australia is an important part of your financial preparation. For your reference, here are some of the costs associated with living and studying in Australia. (All costs are in Australian dollars.)



Accommodation

- Hostels and Guesthouses **\$80 to \$135** per week
- Shared Rental **\$70 to \$250** per week
- On campus **\$80 to \$250** per week
- Homestay **\$110 to \$270** per week
- Rental **\$100 to \$400** per week
- Boarding schools **\$10,000 to \$20,000** a year



Other living expenses

- Groceries and eating out **\$80 to \$200** per week
- Gas, electricity **\$60 to \$100** per week
- Phone and Internet **\$20 to \$50** per week
- Public transport **\$10 to \$50** per week
- Car (after purchase) **\$150 to \$250** per week
- Entertainment **\$50 to \$100** per week

Minimum cost of living

The Department of Immigration and Border Protection has financial requirements you must meet in order to receive a student visa. Below is a guide on the requirements you must meet to study in Australia:

- You **\$18,610** | • Your partner **\$6,515** | • Your first child **\$3,720** | • Every other child **\$2,790**

All costs are per year in Australian dollars. To convert to your own currency, visit <http://www.xe.com>

The Australian Government provides information and guidance on managing your finances. You can read more at www.moneysmart.gov.au

If you experience financial trouble while in Australia, talk to your institution's international student support staff for assistance.



COURSE INFORMATION

NTA is registered by the regulator, called the Australian Skills and Quality Authority (ASQA) to offer nationally recognised qualifications. We provide training and assessment services in Community Services and Health.

The nationally recognized qualifications on our scope of registration that we are currently offering to International Students are as follows:

a. CHC43015 Certificate IV in Ageing Support CRICOS Course Code XXXXXXX

This is an entry course for people intending to work in Aged Care facilities and service providers.

b. CHC43115 Certificate IV in Disability CRICOS Course Code XXXXXXX

This is an entry course for people intending to work in home care, disability service providers.

c. CHC52015 Diploma of Community Services CRICOS Course Code XXXXXXX

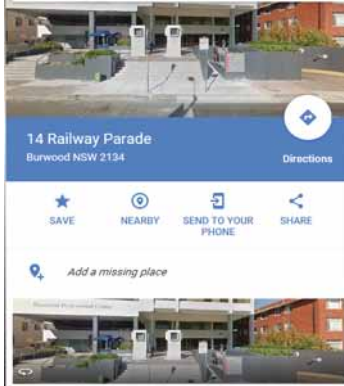
This is a diploma for people planning careers as case management officers in service providers.

This course is also designed for people intending to do further study at degree level in social work and related fields of study.

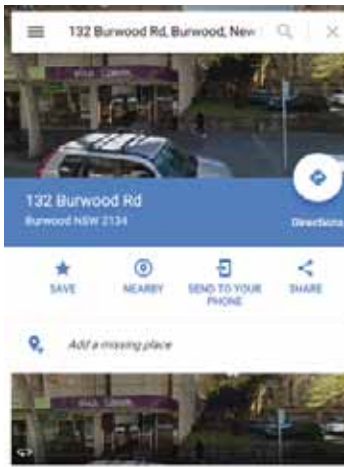


COLLEGE LOCATION

Nurse Training Australia is located at:



Location 1
(HEAD OFFICE)
Ground floor
14 Railway
Parade
Burwood
NSW-2134.



Location 2
Suite 6
132 Burwood
Road
Burwood
NSW-2134

This is a very central location close to transport, shops and the commercial heart of Burwood and the inner west suburbs of Sydney. It is a very multicultural area.



ORIENTATION TO THE COLLEGE AND THE COURSE

The orientation program includes:

- About the College and welcome
- Student support services available to students
- Course timetable
- Rules of the College
- Course progress requirements
- Attendance requirements
- USI (Unique Student Identifier) set up
- Contact persons at our College
- Tour of the facilities and resources
- Use of computers and mobile phones and devices
- Maintenance of the equipment
- Help outside - legal services
- Medical information and emergency and health services
- Complaints and appeals processes
- Work visas
- Safety using public transport
- How to keep your property safe
- Walking tour of the area
- Overseas Student Ombudsman
- RPL (Recognition) and Credit Transfer (Advanced standing or exemption)
- College transfer

You must attend an orientation session and sign off on this activity. We will ask you to complete a form that updates your personal details for the College database and provides more information about your background and any special needs that we must collect as a registered training organisation.



OVERSEAS STUDENT HEALTH COVER

Overseas Student Health Cover (OSHC) is a government requirement. Family includes the student, the spouse of the student and any dependent children of the student up to 18 years of age who have been authorised to enter and remain with the student and who are residing at the same place of residence as the student in Australia.

Medibank Private and Australian Health Management are the organisations that provide the services to international students as well.

The Medibank Membership Card normally takes 6 weeks to be delivered to the College. Remember to request for the receipts when you pay for the doctor consultation. Medibank Private will reimburse some of your expenses in the conduct of doctor's diagnoses and treatments. Australian Health Management takes less time.

You can talk to our reception if you need any help in regards to arrangement of a Medibank card or an Australian Health Management card on behalf of you.

For more detailed information on OSHC refer to: www.medibank.com.au or alternatively contact Medibank Private by phone **1800 188 188** or www.ahm.com.au for Australian Health Management or by phone on **(+61) 134 246** www.oshc.bupa.com.au for BUPA or by phone on **(+61) 134 135** www.oshcallianzassistance.com.au for OSHCALLIANZ or by phone on **(+61)136 742** Alternatively Compare all Australian Government-approved providers for overseas student health care cover in one place by visiting www.oshcaustralia.com.au to buy your policy and have it in minutes.



STAFF CONTACT PERSONS

Staff Member in this Role	Area of Responsibility for Overseas Students	Method to Contact/ make Appointment
Student Services Officer (SSO)	Orientation on arrival	Appointment/Start of each intake
Student Services Officer (SSO)	General student service enquiries OSHC/ Visa / Passport issues	At reception or by email or phone
Trainers	Academic tutorial support	Book in by email first then appointment
Director of Studies	Academic Counselling	By email first then appointment
SSO then external counsellor	Personal Counselling	At reception or by email or phone then by appointment
Student Services Manager	Intervention and student welfare	At reception or by email or phone then by appointment
Student Services Manager Director of Studies	Complaints and appeals	In person, then formal



“Our friendly staff are waiting for your call”

NTA WEBSITE STUDENT PORTAL - A “GO TO HERE” PLACE FOR INFORMATION

Our website (www.nta.edu.au) has a student services area. There is a lot of information for you on the website. But when you are an official student with our College, you will get a student log in (dropdown from LOGIN tab) and go to the Student portal. This is where you will be able to keep up to date with your course, personal details and much more. We will show you around the website and student portal as part of your orientation to the College.

ADDRESS AND CONTACT DETAILS

Students must provide your current residential address and keep this up to date. Failure to do so may result in a cancellation of your Student Visa by the DIBP.

There are two ways of doing this if your address changes:

- Fill in the Change notice form that is available in reception. It is important to notify Reception in person within 7 days if you have a change of address and contact details.
- Go onto the website and in the student portal. Log in with your student number and update your details.

STUDENT CARD

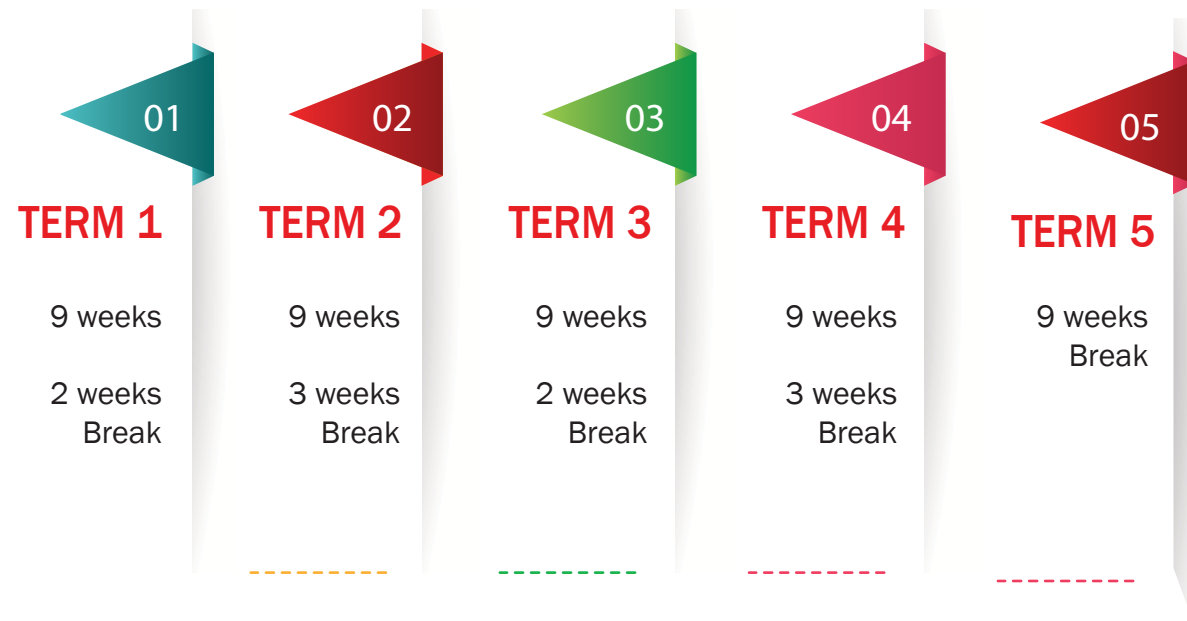
When you start at the College, we will arrange for you to have a College student card. To get a student card, you will need to give reception a passport sized photograph. You will then be issued with a student card within a week. The student card can be used as a concession card at museums, theatres, cinemas etc. They are not valid on public transport in Sydney, as international students must pay adult fares. There is a charge for replacement of a lost card.

“Our friendly staff are waiting for your call”



ACADEMIC CALENDAR AND INTAKES

The academic year of Nurse Training Australia is 36 weeks divided into 4 terms of 9 weeks for every term. Students have to study a minimum 20 hours per week. Students are only allowed to take breaks during the public holidays and nominated College holidays.



COURSE TIMETABLE

Timetables and room allocations are set in advance but may change each term. Timetables will be posted approximately 2 weeks prior to the commencement of the next term at the College noticeboard and on the website.

New students will receive their timetable at orientation.

You can see your personal timetable in the Student Portal Login



FACILITIES AND EQUIPMENT

Nurse Training Australia has the administration area at the Railway Parade site. There are lecture rooms and practical rooms at both training locations. Training facilities include:

- Fully resourced classrooms
- Fully resourced practical rooms for preparing for work in community services and health workplaces
- Suitable training equipment set up safely and securely
- Adequate acoustics, ventilation and lighting
- Toilet facilities
- Computers with access to the Internet
- Ezone platform for Online learning

In the event of a planned relocation of the College we will notify both ASQA and our students at least three weeks prior to the relocation taking place. This notification will provide details of our new address, a map of how to get there and other details relevant to the relocation and student studies during this transition period.

STUDENT BREAK AREA AND FACILITIES

The surrounding area at both sites have a big choice of places to eat and relax outside of class hours.

There are a large outside area at Railway Parade where students can gather.

“Our friendly staff are waiting for your call”



STUDENT SUPPORT SERVICES

Nurse Training Australia support students to adjust to study in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.

We assist students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation program that includes information about: Student support services available to students in the transition to life and study in a new environment.

- Legal services
- Emergency and health services
- Facilities and resources
- Complaints and appeals processes
- Counselling services
- Any student visa condition relating to course progress and/or attendance

We provide the opportunity for students to participate in services or provide services designed to assist students in meeting course requirements and maintaining their attendance.

We provide the opportunity for students to access welfare related support services to assist with issues that may arise during their study. These services are provided at no additional cost to the student. If NTA refers a student to external support services, NTA will not charge for a referral, but fees may be applicable for the service provider.

Our College has a documented Critical Incident Policy together with procedures that covers the action to be taken in the event of a critical incident, the required follow up to the incident and records of the incident and action taken.

We will designate a member of staff or members of staff to be the official point of contact for students. The Student Services Manager or Officers will have access to up to date details of College support services.

Our College ensures that the staff members who interact directly with students are aware of the obligations of NTA under the ESOS framework and the potential implications for students arising from the exercise of these obligations. This information is communicated to staff through inclusion in staff meetings, and through inclusion of the policies.

External Counselling Services and Assistance

- There is a list of support services on the notice board at reception.
- Details of local legal, medical and emergency support services will be given out at the Orientation
- Talk to the Student Services Officer and ask for the up to date list of support services



EMERGENCY NUMBERS AND CONTACT DETAILS

POLICE or AMBULANCE or FIRE: 000

1. DIAL 000 AND REQUEST THE SERVICE YOU NEED

2. REMEMBER TO REMAIN AS CALM AS YOU CAN

3. SPEAK CLEARLY AND GIVE THE DETAILS AS REQUESTED

ABORTION & GRIEF COUNSELLING
ALCOHOL & DRUG INFORMATION
ASIAN SPECIALIST SUPPORT UNIT
AUSTRALIAN SEARCH AND RESCUE
CHILD PROTECTION
CHILDREN'S HELP LINE
COUNSELLING
CORONOR'S OFFICE
CRISIS PREGNANCY
DOMESTIC VIOLENCE 24X7
DRUG AND ALCOHOL
INTERPRETING SERVICES
GAMBLERS ANONYMOUS
LEGAL SERVICES
LIFELINE 24 HOURS
POISONS INFORMATION CENTRE
QUEER SERVICES
QUIT LINE
SEXUAL HEALTH
YOUTH EMERGENCY SERVICES

OTHER

MEDICAL AUTHORITIES
RELIGIOUS AND ETHNIC GROUPS
MEDIA REPRESENTATIVES
INSURANCE REPRESENTATIVES
LOCAL EMBASSY OR CONSULAR
REPRESENTATIVES



AIDSLINE

Phone 1800 133 392

ABORTION & GRIEF COUNSELLING

Phone 1300 363 550

AUSTRALIAN SEARCH AND RESCUE

Aviation Rescue

Phone 1800 815 257

Maritime Rescue

AUSTRALIAN FUNERAL DIRECTORS ASSOCIATION

AFDA FUNERAL ADVICE LINE

Phone (03) 9859 9966

CENTRE AGAINST SEXUAL ASSAULT

Phone 1800 806 292

CHILDREN'S HELP LINE

Phone 1800 55 1800

Web site www.kidshelpline.com.au

CHILD ABUSE SERVICES

Phone 1800 688 009

CRISIS CARE

Phone 1800 177 135

CRISIS PREGNANCY

Phone 1800 650 840

DOMESTIC VIOLENCE 24X7

Phone 1800 811

EMERGENCY ANIMAL DISEASE WATCH

Phone 1800 675 888

FAMILY DRUG SUPPORT

Phone 1300 368 186

GAMBLERS ANONYMOUS

Phone 1800 002 210

INTERPRETING SERVICES

Phone 131 450

LIFELINE

Phone 131 114

PARENT LINE

Phone 132 289

POISONS INFORMATION CENTRE

Phone 131 126

SUICIDE HELPLINE (Victoria)

Phone 1300 651 251

The Burwood Westfield Medical Centre

Phone (02) 9744 3330

Burwood Medical Practice

Phone (02) 9747 6327

Sydney Smile Care

Phone +61 2 9747

1988

Burwood Eye Clinic

**Phone 9747 2555 and
9747 2253**

Nong's TCM Clinic

Phone 02 9747 3968



MORE ABOUT STUDYING AT NTA TEACHING & ONLINE STUDY METHODS

Our teaching methods include face-to-face instruction to students plus access to online learning. There is also one-to-one individual support, attention and assistance.

Online Learning in Ezone: 20% of the course for each qualification is delivered online through Ezone(LMS). Students are required to complete the online study for 4 hours every week to complete the mandatory weekly attendance. Ezone will contain all the course resources and will be available 24/7. You will be shown how to navigate Ezone during orientation and if extra support is required need to contact your trainer.

There are small group practical demonstrations and simulations in well set up rooms during the courses.

All instructions are in English. The College is set-up with facilities which provide plenty of opportunity and ample space for you to practice and develop your skills.

Each course has a compulsory work placement component. This is usually part way through the course after you have learnt foundation skills and completed training in First Aid or other required pre-placement study. Our College has contracts with facilities in nursing, disability, hospitals and community service agencies. We will usually place a student at a date and location that fits with their individual situation. We explain this in detail at the induction and throughout the course there is help with the placement arrangements.



EDUCATION SUPPORT AND TUTORIALS

Our trainers want you to do well in your study, so we offer education support strategies such as:

- Demonstrating procedures.
- Providing opportunities for 'hands-on' experience and practice.
- Individual in class support and advice to students.
- Encouraging students to work at their own pace using the textbooks and online learning platform.
- We offer additional study tutorial times for students to work in smaller groups with their trainer.
- See the tutorial times on the notice board
- Book in to a tutorial by email – ask Student Services about tutorial bookings.

EDUCATION SUPPORT AND TUTORIALS

Assessment is conducted in accordance with the curriculum we use. The assessment is competency based which means you are tested against the standards outlined in the units of competency within the relevant National Training Package and its defined assessment guidelines.



It includes:

- Assessment during the training to judge how you are progressing
- Assessment of performance at end of the units of training
- Assessment in the workplace and third party reports from industry supervisors
- Recognition of prior learning or recognition of current competency

Assessment methods may involve you in:

- Demonstration of practical skills
- Written questions
- Oral questions
- Presentations
- Case studies and simulations
- Exams or final knowledge tests
- Logbooks of placement practice and hours of applied skills
- Projects

At the start of every unit there is a unit outline. You will be given information on the topics and a delivery schedule including the units of competency and the student assessment plan which is the activities to be completed. The outcomes of assessment are C for Competent or NYC for Not Yet Competent. Those assessed as NYC (Not Yet Competent) can request a re-assessment. During the course your trainer will maintain your individual assessment records in hard and soft copy.



CREDIT TRANSFER (CT) ADVANCED STANDING

Nurse Training Australia recognizes relevant AQF qualifications and / or Statements of Attainment issued by any other RTO. We must verify the authenticity of such documents as required and to determine the currency of the units of competency/modules indicated on the transcript.

We usually assess credit transfer requests at the application stage as this will affect the study load and the letter of offer to the student.

Where CT is granted after the student visa is granted, the resulting change of course duration will be notified to immigration via a database called the PRISMS.

STUDENT FEEDBACK IS WELCOME

At the end of orientation, unit and the end of the course, you will be asked to complete a Course and Student 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.

ISSUANCE OF QUALIFICATIONS

On successful completion of all units of competency you will be issued with a full AQF qualification and transcript of competencies achieved. 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.



NTA TRAINERS

Trainer Qualifications

Nurse Training Australia trainers come from a community services and nursing background. Most are still working in the industry and have the relevant qualifications required to teach the courses as set down by the regulators.

These include:

- Qualifications in aged care and disability and home and community care
- Qualifications in social services and case management in a health setting
- Qualifications usually above the minimum required such as nursing
- Current Certificates in First Aid and Advanced First Aid, CPR and more
- Qualifications in training and assessment
- More than 5 years' current experience in the relevant field

Your trainers will:

- recognise the cultural diversity of all students
- ensure equal treatment of all students
- encourage full participation and assist all students to achieve the course outcomes
- provide equal access to resources
- refer students with specific learning problems to appropriate agencies



WITHDRAWALS AND TRANSFERS

- In the event the students intend to transfer their study to another provider the Request for Transfer form is completed. The student must meet with a Student Services officer.
- Nurse Training Australia is responsible for assessing the student's request to transfer within the first 6 months where NTA is the principal course of study. Such a request will be assessed and the decision explained to the student in a personal interview and in writing.
- NTA will consider a student's request to transfer out of the College prior to the first 6 months and this may be granted where the transfer will not be to the detriment of the student and where exceptional circumstances exist.
- After the first six months of the principal course no restrictions apply. So, the student is entitled to transfer out of NTA after 6 months and we will advise and process this request.

FEES POLICY

Fees

\$250 application fee applies before enrolment for all courses is mandatory and this fee is non-refundable.

All students at NTA make fee payments in advance on a term by term basis.

At the time of enrolment students are required to pay the following fees:

Application fee (also referred to as the enrolment fee) and the first term of tuition fee. From this point students will receive written notice of their next fee due date four weeks before the completion of the existing term.

Fees are expected two weeks before the next term.

If the tuition fee is not paid on time then a late payment fee may apply as follows:

- After 7 days overdue \$200
- After 14 days overdue \$400

Should fees remain overdue for more than 14 days NTA will inform the student of their intention to report them for non-payment of fees to DIBP via PRISMS.

The payment of all fees and charges is receipted and dated at the time of payment.

Records of fees receipted and dated are maintained and secured for two years after the student ceases to be a student and is kept within the financial management system software for up to five years as required by taxation legislation.

Students can log in to their student portal and see the details of payments made and amounts owing for their course.

RECOGNITION OF PRIOR LEARNING (RPL)

If you believe you already have the skills and knowledge required to demonstrate competency you can request RPL. It does not matter whether you acquired your skills and knowledge through informal learning, work experience and/or life experiences.

To request RPL you will need to:

- Read your course information and talk to the Director of studies if there is anything you need explained
- Collect and complete the Application for Recognition of Prior Learning form
- Complete and RPL interview with a Trainer
- Confirm you are eligible for RPL then go ahead with your evidence collection
- Collect your evidence to show your competence. Your evidence must be valid (as described in the unit of competency), sufficient (enough), current (up-to-date) and authentic (your own work)
- Organise the evidence you have for each unit of competency
- Present your evidence and the list of evidence for assessment.



The assessor may ask you to undergo a challenge test. You will be provided with a written report on the outcomes of assessment of your application for RPL which you will be required to counter sign. This report will be filed in your personal file.

Where RPL is granted before the issue of a student visa via Nurse Training Australia, the net course duration (as reduced by RPL) will be indicated on the letter of offer called the Confirmation of Enrolment (eCoE) issued for that student.

Where RPL is granted after the student visa is granted, the resulting change of course duration will be notified via PRISMS.

Nurse Training Australia does not charge for the processing of the RPL application. A fee does apply to complete the RPL assessment.

If a student is granted RPL there may be a reduction in the total course fee. This will be explained in a letter to the student.

STUDENT ATTENDANCE

Nurse Training Australia will record and monitor student attendance throughout the course.

All course participants are required to attend a minimum of 20 contact hours per week to meet their student visa requirements and to gain maximum benefit from the classes. You are required to attend all scheduled face-to-face training sessions each week. The minimum attendance requirement set by NTA is 70% for each term while classes are in session. At each session, your trainer will log into the student database and register attendance.

Your attendance is recorded in our database and we check this regularly. You can go into the student portal and see your attendance statistics.

Should you be unable to attend classes for reasons such as illness, serious family problems, you are required to contact student services and explain your absence.

A medical certificate from a registered general practitioner is required if you are sick and this will be recorded on the attendance records. You must provide a copy of their medical certificate upon return to class and keep the original for future records.

If your attendance falls below 70% for the study period we will notify you by SMS then if attendance drops lower, you will sent warning letters and asked to come and see Student Services. We will offer intervention in case low attendance suggests problems for your study and life.

If you are absent for 10 consecutive days, you will be sent a notification again and must come to the College and meet and explain your situation to Student Services. You will be placed on intervention and be required to improve your attendance for the study period. We do this to make sure you are progressing with your studies. If you do not attend you will not be able to keep up with the work and assessments. We emphasize, that as a full time international student you are expected to attend 20 hours per week.



COURSE PROGRESS

NTA has adopted the National Code Standard 10 Course Progress policy. This means students will be made aware of our policy and procedures for recording and monitoring course progress then proactively notifying and counselling students who are at risk of failing to meet course progress requirements. As a registered CRICOS provider we are obliged to report students, under section 19 of the ESOS Act, who have breached the course progress requirements.

Study period

The study period for course progress is 1 term of 9 weeks.

Two consecutive study periods for reporting purposes

Reporting a student for unsatisfactory course progress occurs only when the student has been identified as not making satisfactory course progress in 2 (two) consecutive study periods.

Where the course is a short course (less than 6 months) then the study period is the length of the course.

NTA Unsatisfactory course progress is failure in 50% of the unit of study over the study period.

Students receive a Unit Outline that indicates the timetable for the unit of study, the assessment tasks and the due dates for assessment tasks to be submitted. Academic progress is monitored by trainers for every unit of study and students who are having difficulty will be offered a range of support options.

When a student does not meet the course requirements for two consecutive terms they may be reported to DIBP via PRISMS as required under section 19 of the ESOS Act 2000 and this may result in their visa being cancelled.

Here are the steps we follow for course progress.

Notification to the student of results and the intervention strategy

Intervention strategy for a unit of study

Students can access their results through the Student portal. Student will be provided their results by the trainer.

Where a student falls below the minimum satisfactory requirements for the unit of study a letter outlining the NTA intervention strategy will be sent and it may include any or all of the support strategies.

- Offer to re-submit written work
- Offer to re-do a major assessment
- Offer of academic counselling and a meeting with the Trainer or Director of Studies
- Offer to attend tutorials in the following term

SUMMARY OF COURSE PROGRESS NOTIFICATIONS

<p>Early Intervention letter (Study Period 1) to be sent after the first 5 weeks in reference to course progress</p>	<p>Students who failed units within first 5 weeks in study period 1, an early intervention letter is sent to the student via email notification.</p>
<p>Warning letter</p> <p>If they do not respond to early intervention letter and continue to be below 70% attendance and not at satisfactory course progress, we will send a warning letter</p>	<p>Students who continue to fall below the minimum set by the College at the end of term are sent email warning notification of their attendance status and their course progress in that term. The student is required to attend an intervention meeting at the College.</p> <p>The student if allowed time for the internal and external appeals process (20 working days)</p>
<p>Early Intervention letter (Study Period 2) to be sent after the first 5 weeks in reference to course progress</p>	<p>Students who failed units within first 5 weeks in study period 2, an early intervention letter is sent to the student via email notification.</p>
<p>Letter of Intention to report for Unsatisfactory course progress</p> <p>This will occur when:</p> <p>There is no response to early intervention letters and warning letter and intervention has not been taken up. Unsatisfactory course progress at the end of 2nd consecutive study period.</p> <p>Where there are no compassionate grounds established, College intends to report unsatisfactory course progress.</p>	<p>No response to the early intervention and warning letters and offer of support through intervention and no appeal process initiated by the students means the College will escalate and send a final notification to the student that the College will report to DIBP for unsatisfactory course progress. This occurs at the end of the 2nd consecutive study period.</p> <p>The student if allowed time for the internal and external appeals process (20 working days)</p>
<p>Notification to DIBP –</p> <p>No response to Letter of Intention to report and intervention meeting and no appeal.</p>	<p>Nurse Training Australia prints the NOICC notice that PRISMS generates and give this to the student and a copy would be kept in student file. The student is given an opportunity to respond to the NOICC and explain their situation</p>

SUMMARY OF ATTENDANCE NOTIFICATION:

<p>Attendance notification #1</p> <p>Absent for 10 consecutive days</p>	<p>Students who are away for 10 consecutive days or more are sent email or mobile phone SMS notification warning of their attendance and course progress status.</p>
<p>Attendance warning notification #2</p> <p>Below 70% attendance and not submitting assessments for satisfactory course progress</p>	<p>Students who fall below the minimum set by the College are sent mobile phone SMS notification warning or warning letter by email of their attendance status and failure to submit assessments for course progress across the study period – at week 5 & week 10.</p>
<p>Warning letter #3</p> <p>URGENT second warning - If they do not respond to notification #1 or warning notification #2 and continue to be below 70% attendance and not at satisfactory course progress we will send an intervention letter – at Week 10</p>	<p>Students who continue to fall below the minimum set by the College at the end of term are sent email warning notification of their attendance status and their course progress in that term – at week 10. The student is required to attend an intervention meeting at the College.</p> <p>The student if allowed time for the internal and external appeals process (20 working days)</p>
<p>Warning letter #4 Intention to report to DIBP</p> <p>This will occur when:</p> <p>There is no response to warning letters #1, #2 or #3 and intervention has not been taken up.</p> <p>Where there are no compassionate grounds established,</p> <p>Where there is no change or improvement in attendance to minimum 70% and no satisfactory course progress - College intends to report unsatisfactory course progress.</p>	<p>No response to the warning letters and offer of support through intervention and no appeal process initiated by the students means the College will escalate and send a final notification to the student that the College will report to DIBP for unsatisfactory course progress.</p> <p>The student if allowed time for the internal and external appeals process (20 working days)</p>
<p>Notification to DIBP – Abandonment of course</p>	<p>Where there is no attendance at all and no response to communication in the term, the College will investigate and this may be considered abandonment of the course by the student. Reporting through PRISMS is considered.</p> <p>The Directors will make the final decision.</p>

INTERVENTION – SUPPORT FOR STUDENTS

When warning letters are sent out to students, the intervention meeting is offered and the student must attend this meeting. The intervention meeting is a chance to find out what is happening for the student and offer support. The support may include any or all of the support strategies:

- A. Counselling on course selection
- B. Counselling to clarify if personal situations are impacting on student results
- C. The option of repeating a unit of study in a later semester or the summer term
- D. Offer to attend tutorials in the following term
- E. The cost of repeating a unit of study and tutorial support
- F. Transfer options for the student
- G. Clarification of student visa implications for continued unsatisfactory progress in the second study period
- H. The complaints and appeals process and the fact that the student has 20 working days in which to follow this up.

The intervention meeting will be signed by the staff member and the student recorded in the students file. The record will be added to the student notes section in the database.

COMPASSIONATE OR COMPELLING CIRCUMSTANCES

Compassionate or compelling circumstances 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;
- 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 could include:
- involvement in, or witnessing of a serious accident; and
- witnessing or being the victim of a serious crime and this has impacted on the student (these cases should be supported by police or psychologists' reports) or
- where the registered provider was unable to offer a pre-requisite unit.

In these circumstances, the Principal may use professional judgment to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, NTA will request documentary evidence to support the claim where available and will keep copies of these documents in the student's file. We will make notes of the decision in the student file.

MAINTAINING YOUR STUDY LOAD

NTA is required to monitor the enrolment load of students to ensure that at all times you are in a position to complete the course within the duration specified on your visa. There are limited circumstances in which students are permitted to receive an extension to the expected duration of study for the course.

Approved Reduced Study Load

We may permit a student to undertake a reduced study load over the academic year in the following limited circumstances;

- I. Student has been awarded exemptions (Credit) or RPL and there is no available course in that study period which will contribute to the program; or
- II. Student has not passed the required prerequisite courses to allow further enrolment; or
- III. Student has been approved for a reduced study load over the academic year as part of an intervention strategy for students who were at risk of not meeting satisfactory course progress: or
- IV. Student has been granted an approved leave of absence under compassionate and compelling grounds.
Students who are permitted to undertake a reduced study load will be provided with a revised study plan which must be followed for all future study periods.

COURSE VARIATIONS, SUSPENSION, DEFERMENT AND CANCELLATION

In some circumstances, the College and/or the student can vary the timetable, or the course or the enrolment status. This will be considered on a case by case basis. Students must ask for the Change of course form and talk with a Student Services officer. Student will complete a Withdrawal, deferment, cancellation form and talk with a Student Services officer.

The situations include:

- Defer commencement date
- Defer commencement of a new term – special leave
- Suspension of enrolment
- Cancellation of enrolment (by the student or the College) Change in schedule
- Change in start date
- Change of course