



PROMOTING HOLISTIC TRAINING



INTERNATIONAL STUDENT HANDBOOK

**BEST PLACE TO LIVE
AND STUDY**

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RTO ID: 41009
CRICOS ID: 03575C

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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, ESOS Regulations 2019 the National Code of Practice 2018 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 and linked to the consumer price index.)



Accommodation

- | | |
|-------------------------|-----------------------------|
| • Hostels & Guesthouses | \$90 to \$150 a week |
| • Shared Rental | \$95 to \$215 a week |
| • On campus | \$110 to \$280 a week |
| • Homestay | \$235 to \$325 a week |
| • Rental | \$185 to \$440 a week |
| • Boarding schools | \$11,000 to \$22,000 a year |



Other living expenses

- | | |
|--------------------------|-----------------------|
| • Groceries & eating out | \$140 to \$280 a week |
| • Gas, electricity | \$10 to \$20 a week |
| • Phone and Internet | \$15 to \$30 a week |
| • Public transport | \$30 to \$60 a week |
| • Car (after purchase) | \$150 to \$260 a week |
| • Entertainment | \$80 to \$150 a 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 for Australia. From 1st October 2019 the 12 month living cost is:

- You **\$21,041** | • Your partner **\$7,362** | • Your first child **\$3,152**

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

The Australian Government provides information and guidance on managing your finances. You can read more at www.moneysmart.gov.au (opens in a new window)

The 'Insider Guides Cost of Living Calculator' is also a useful tool to help estimate your [cost of living](http://www.insiderguides.com.au/cost-of-living-calculator/) (opens in a new window) in Australia www.insiderguides.com.au/cost-of-living-calculator/ (opens in a new window).

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



Population
4.7 million



Average
temperature
15°C- 27

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 III in Individual Support CRICOS Course Code: 097295M

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

b. CHC43015 Certificate IV in Ageing Support CRICOS Course Code: 094433G

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

c. CHC43115 Certificate IV in Disability CRICOS Course Code: 094434G

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

d. CHC52015 Diploma of Community Services CRICOS Course Code : 094435F

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.





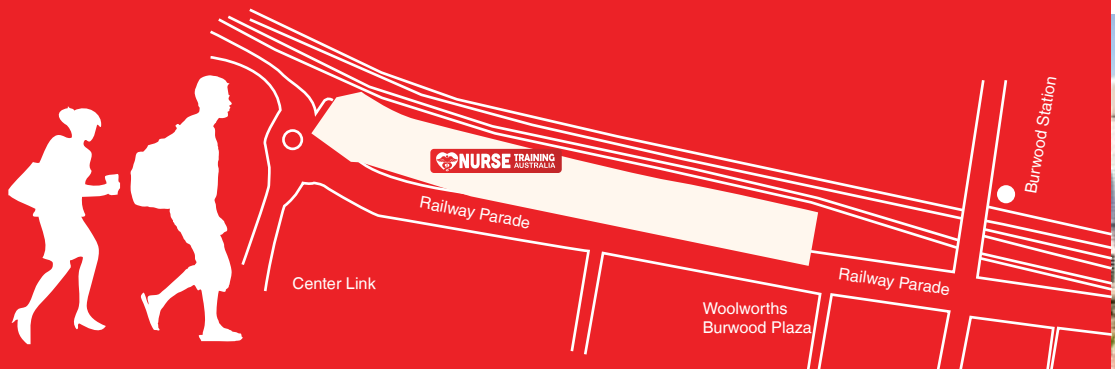
COLLEGE LOCATION

Nurse Training Australia
is located at:



Nurse Training Australia
is located at:

Location 1: HEAD OFFICE
Suite 106-108 | 3 Railway
Parade | Burwood
NSW 2134 | Australia





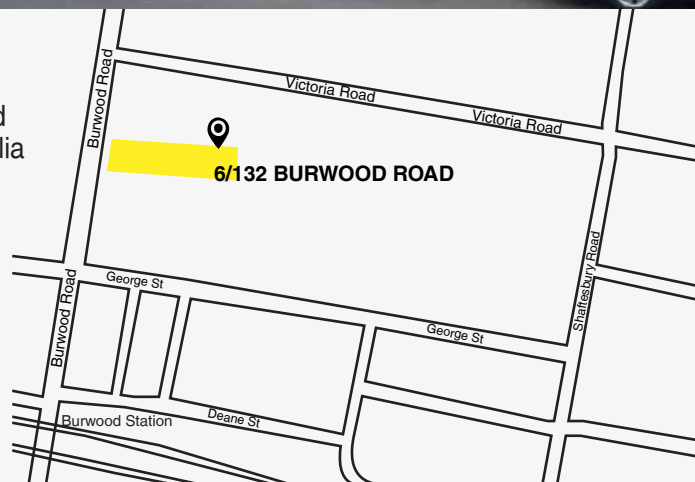
This is a very central location close to transport, shops and the commercial heart of Burwood and the inner west suburbs of Sydney.

It is a very multicultural area. A few minutes away from the Sydney CBD.



Nurse Training Australia
is located at:
Location 2

Suite 6 | 132 Burwood Road
Burwood NSW-2134 Australia



ORIENTATION TO THE COLLEGE AND THE COURSE

Student services staff will organise your orientation. On your first day at our college the team will welcome you, answer your questions and give you information about:

The orientation program includes:

- About the College and welcome
- Student support services available to students
- Course timetable and delivery
- Log in and using the online systems at our College
- 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 behave of you.

For more detailed information on OHSC 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

The Student Services Manager is the designated official point of contact for overseas students. Additionally, staff undertake the following roles & responsibilities in relation to overseas students:

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

HLT54115 Diploma of Nursing has 3 semester of 6 months each with 2 weeks of break.

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. There is a calendar that is regularly updated in the online learning platform.

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 that assist students in meeting course requirements and maintaining their attendance. If you are falling behind, we communicate with you and make individual case by case arrangements.

We provide the opportunity for students to access welfare related support services if there are some personal issues that may arise during their study. These services offered through our staff are provided at no additional cost to the student. If we cannot assist in your particular support needs, NTA will refer 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 overseas students on a visa arising from the exercise of these obligations. This information is communicated to staff through inclusion in staff meetings, and across our 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 | Coroner'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

Aidline **1800 133 392**

Abortion & grief counselling **1300 363 550**

Australian search and rescue

Aviation rescue **1800 815 257**

Maritime rescue

Australian funeral directors association

Afda funeral advice line **(03) 9859 9966**

Centre against sexual assault **1800 806 292**

Children's help line **1800 55 1800** | www.Kidshelpline.Com.Au

Child abuse services **1800 688 009**

Crisis care **1800 177 135**

Crisis pregnancy **1800 650 840**

Domestic violence 24x7 **1800 811**

Emergency animal disease watch **1800 675 888**

Family drug support **1300 368 186**

Gamblers anonymous **1800 002 210**

Interpreting services **131 450**

Lifeline **131 114** | Parent line **132 289**

Poisons information centre **131 126**

Suicide helpline (victoria) **1300 651 251**

The burwood westfield medical centre **(02) 9744 3330**

Burwood Medical Practice **(02) 9747 6327**

Sydney Smile Care **+61 2 9747 1988**

Burwood Eye Clinic **9747 2555 and 9747 2253**

Nong's TCM Clinic **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 can follow up with Student Services staff for extra online navigation to get started. If extra support is required you need to contact IT support through the Ezone platform following the getting to know the site guides and using the help menus. You can also discuss any technical issues with the trainers face to face when you come to class.

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.

WORK PLACEMENT

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.

There are some expenses involved in your work placement. You must be physically being able to do moderate amount of lifting using the appropriate equipment. You should not have any mobility, hearing, and vision problems to carry out duties efficiently in the hospital or community care settings whilst at placement.

You must wear black or blue trousers and closed in black shoes. You supply this clothing. NTA supplies a T-shirt. You will also pay for your own travel costs to the placement location.



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. This usually occurs in the evenings in an open access classroom.
- See the tutorial times in the calendar in Ezone and in the messages from your trainer in Ezone.
- Book in to a tutorial by messaging in Ezone or email – ask Student Services about tutorial bookings.

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
- Projects
- Final knowledge tests
- Logbooks of placement practice and hours of applied skills

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 softcopy.



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 issued for that student.

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

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 several contact points in your student experience with NTA you will be asked to complete surveys. This is your opportunity to provide us with feedback on the College, course, the trainers and assessors, the course administration, the training facilities, the training activities, Ezone experience, resources and materials and the assessment procedures. Your comments are always read closely and reported to management 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

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



STUDENT ATTENDANCE IS MONITORED

Nurse Training Australia will record and monitor student attendance throughout the course. All course participants are required to complete a minimum of 20 contact hours per week to meet their student visa requirements and to gain maximum benefit from the classes.

- We operate a weekly timetable of 16 hours face to face training plus 4 hours of structured training online in Ezone.
- 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 term we will notify you by SMS then if attendance drops lower, you will be sent warning letters and asked to come and see Student Services. We will offer support and 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 contact the College and explain your situation to Student Services.

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 monitor your attendance when you are at work placement very closely. Employers offer NTA the very valuable opportunity for our students to gain work experience in their facilities supported by their staff. You must respect this valuable opportunity and complete your placement as agreed in the placement plan. If your work placement is not going smoothly or you cannot attend, it is very important that you contact NTA staff and work through the issues.



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.

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

Early Intervention letter (Study Period 1) to be sent after the first 5 weeks in reference to course progress	Students who failed units within first 5 weeks in study period 1, an early intervention letter is sent to the student via email notification.
Warning letter 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	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. The student is allowed time for the internal and external appeals process (20 working days)
Early Intervention letter (Study Period 2) to be sent after the first 5 weeks in reference to course progress	Students who failed units within first 5 weeks in study period 2, an early intervention letter is sent to the student via email notification.
Letter of Intention to report for Unsatisfactory course progress This will occur when: 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. Where there are no compassionate grounds established, College intends to report unsatisfactory course progress.	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. The student is allowed time for the internal and external appeals process (20 working days)
Notification to DIBP – No response to Letter of Intention to report and intervention meeting and no appeal.	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

SUMMARY OF ATTENDANCE NOTIFICATION:

Attendance notification #1 Absent for 10 consecutive days	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.
Attendance warning notification #2 Below 70% attendance and not submitting assessments for satisfactory course progress	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.
Warning letter #3 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	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. The student if allowed time for the internal and external appeals process (20 working days)
Warning letter #4 Intention to report to DIBP This will occur when: There is no response to warning letters #1, #2 or #3 and intervention has not been taken up. Where there are no compassionate grounds established, Where there is no change or improvement in attendance to minimum 70% and no satisfactory course progress - College intends to report unsatisfactory course progress.	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. The student if allowed time for the internal and external appeals process (20 working days)
Notification to DIBP – Abandonment of course	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. The Directors will make the final decision.

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 term 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



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

\$200 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 every 3 months. This lines up with the terms.

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.

Schedule of Non-Tuition (Administration) Fees

Application Fee (Non-refundable as per the offer letter)	\$200	Refund processing fee	\$250
Overdue tuition fee – 7 days	\$200	Cancellation and course variation fee	\$250
Overdue tuition fee – 14 days	\$400	Transfers processing fee	\$250
Change of COE details	\$100	Course Material Fees (re supplied)	\$200
Re-enrolment fee	\$500	Interim academic transcript	\$20
RPL fee per unit	\$150	Interim attendance letter	\$20
Credit transfer fee per unit	\$50	Re-issue of final documents	\$100
Assessment re-sit	\$180	Replacement qualification testamur	\$100

REFUND POLICY

In the unlikely event of default by Nurse Training Australia, such situations are covered by the provisions of the ESOS Act 2000 and the ESOS Regulations 2001.

In the circumstances of provider default where the refund option is chosen by the student, Nurse Training Australia must refund the student all course fees. Refund will be paid to students within 14 days of the default day.

Situations where a provider default may occur include:

- The course does not start of the agreed starting date which is notified in the Offer Letter
- The course stops being provided after it starts and before it is completed
- The course is not provided fully to the student because the College has a sanction imposed by a government regulator

However, if the student agrees to accept an alternative (replacement) course or part of a course, to be provided to the student at the College's expenses, then the College is relieved of its liability to make the payment. The student must advise the College in writing whether they agree to the alternative arrangement.

NTA's refund policy applies to both commencing and re-enrolling students. It is set out in the Handbook and below. All requests for a refund must be submitted on the appropriate refund application form and must be accompanied by official documentary evidence of the grounds for the request.

Your initial application fee is not refundable.

Refunds apply only to tuition fees and will only be paid to the applicant through an Australian Dollar draft. All refunds incur a \$250 administration fee.

Total Refund of Tuition Fee

A total refund will be granted under the following circumstances:

- In the unlikely event that the College is unable to provide the course for which an offer has been made. An alternate offer of a place will be offered at no extra cost to the students as well as the refund option.
- An offer of a place is withdrawn by NTA (The exception is when the offer was made on the basis of intentional incorrect information).
- The applicant is unable to obtain a visa from an Australian Diplomatic Office.

Applications for a total refund on the above grounds must be lodged at least 2 weeks prior to the commencement of the term for which the offer is made. The student must provide a certified copy of the official letter of visa application rejection by the Department of Immigration and Border Protection (DIBP) along with their application, in order for the refund application to be approved.

PARTIAL REFUND OF TUITION FEE

The amount of partial refund is determined as follows. Administrative fees and applicable deductions are applied:

Request is more than 10 weeks before the commencement of the term/ next term

Full refund.

Request is less than 10 weeks but more than 6 weeks before the commencement of the term

refund is 70% of tuition fees for that term.

Request is less than 6 weeks but more than 2 weeks before the commencement of the term

refund is 50% fees of tuition fees for that term.

Request is less than 2 weeks before the commencement of the term

refund is 30% of tuition fees for that term.

If a student withdraws from the course on or after the course commencement date.

the student will not be eligible for a refund for the fees for that term.

Withdrawal from a course on illness and compassionate grounds

refund will be decided on a case by case basis.

If a student holds a valid student visa at the time of enrolment with NTA, but after commencing their course, their current visa expires and a subsequent visa application is applied for and rejected.

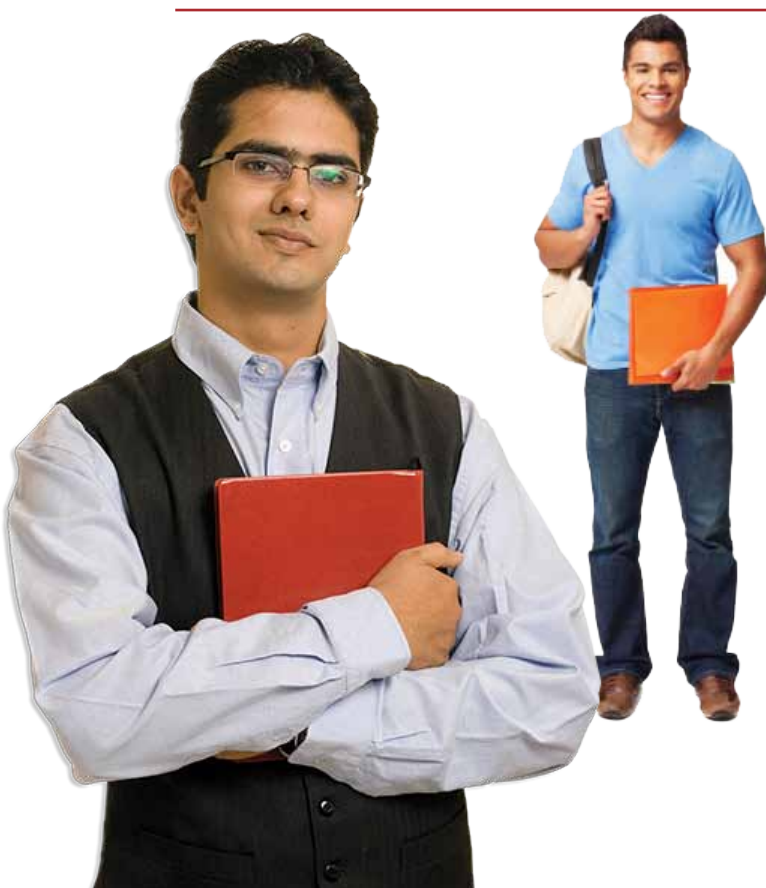
refund for any tuition fees paid to NTA will be calculated on a pro-rata basis (calculated on a weekly basis as per the NTA term calendar) minus any applicable deductions*.

Student transfers to a second course within NTA without completing the first course.

The tuition fee paid for the current six-month period of the 1st course will be credited on a pro-rata basis towards the tuition fee of the 2nd course.

All other tuition fees paid toward the 1st course will be credited in full towards the tuition fee of the 2nd course. If the credited amount is greater than the total cost of the second amount, the difference will be refunded within 28 days of commencement of the second course.

If the College has paid an amount to a representative in relation to recruitment, the refund will be further reduced by that amount.



NO REFUND

False or misleading information in application forms or during study

Student is terminated due to serious breach of the College rules or a breach of visa conditions including non-attendance or unsatisfactory progress

Student defers enrolment and commencement date

Student is seeking a refund for enrolment in the principle (main) course of study, as applied for on their current Student Visa

automatically disqualifies you from any refunds

No refund

Tuition fees will be held by the College until course commencement date.

No refund for any tuition fees paid for the first six (6) months of the principle course. Any additional tuition fees, paid beyond the first six (6) months, that are deemed refundable, will be payable back to the student minus any applicable deductions*.

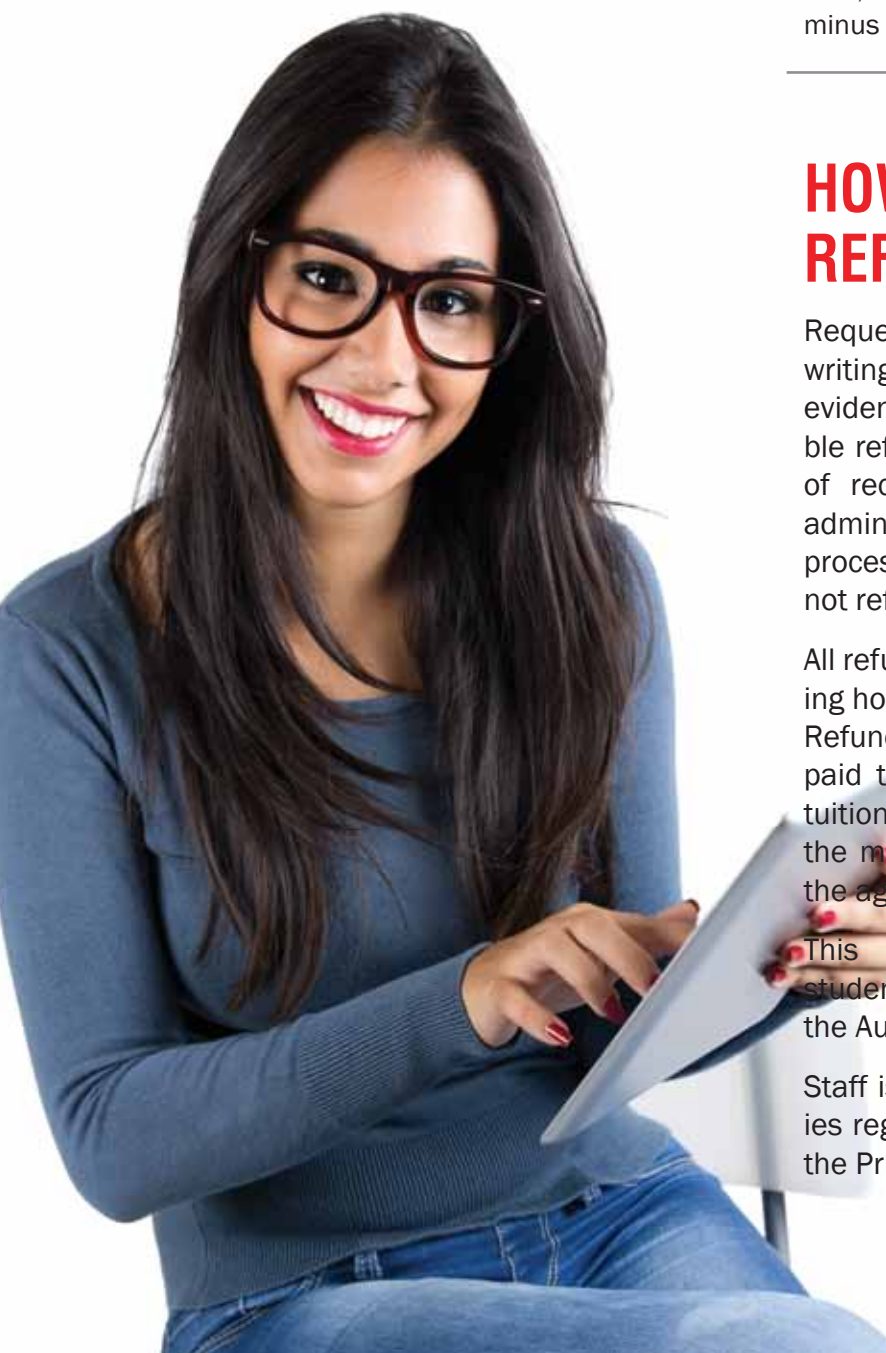
HOW TO CLAIM A REFUND

Requests for refund should be made in writing to the Principal with documented evidence of the reason for withdrawal. Eligible refunds will be refunded within 28 day of receipt of the claim. A documented administrative fee \$250 will be charged for processing refunds. The enrolment fee is not refundable.

All refunds will include a statement explaining how the refund amount was calculated. Refund will only be given to the person who paid the tuition fees. For example, if the tuition fee was paid by an agent or parents, the money will only be refunded to either the agent or parents.

This refund policy does not remove students' rights to take further action under the Australian Consumer Protection Laws.

Staff is responsible for referring all enquiries regarding fees, charges and refunds to the Principal.



RECORDS MAINTENANCE

It is an Australian Government requirement that we keep records of each student's current residential address (as supplied by the student), the student's full name, date of birth, nationality, the start and completion day of the student's course, attendance and academic performance details of payments received, information on International student health cover, level of English language proficiency and the student's passport and visa numbers. We must also keep a record of the reason for a student's termination of studies if this situation occurs.

Your records are confidential and available to you on request. Records of attendance, assessment outcomes and qualifications issued are kept accurate, up-to-date and secure.

Information provided by the students to Nurse Training Australia may be made available to the Commonwealth and State Agencies and the Fund Manager of the ESOS Assurance Fund.

Nurse Training Australia is required under section 19 of the ESOS Act to inform DIBP about certain changes to a student enrolment and any breach of a student's Visa condition relating to attendance and academic performance.

We keep copies of your results for a period of 30 years. You must bear the cost for re-issue of records and awards.



LEGISLATIVE AND REGULATORY REQUIREMENTS

Nurse Training Australia is bound by and operates within the following legislative and regulatory requirements:

- Education Services for Overseas Students (ESOS) Act 2000
- ESOS Regulations (2001)
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (National Code 2007)
- VET Quality Framework (VQF)
- National Vocational Education and Training Regulator Act (2011)
- Human rights and Equal Opportunity Commission (HREOC) Act 1996
- Commonwealth Affirmative Action (Equal Employment for Women) Act (1986)
- Commonwealth Racial Discrimination Act (1975)
- Commonwealth Industrial Relations Act (1998)
- Commonwealth Sex Discrimination Act (1984)
- Commonwealth Industrial Relations Reform Act (1993)
- Commonwealth Racial Hatred Act (1995)
- Commonwealth Disability Discrimination Act (1993)
- NSW Anti-Discrimination Act 1977
- Copyright Act 1968
- Equal Opportunity Act
- Work Health and Safety Act (2011)
- Work Health and Safety Regulations 2011
- Workers Compensation Act
- NSW Anti-discrimination Act 1977
- Workers Rehabilitation and Compensation Act (1986)
- Migration Act 1958

These legislations are available at web site

www.austlii.edu.au and www.legislation.nsw.gov.au

You can also go to the regulator website for more information - ASQA www.asqa.gov.au

You can also go to the website and links through Study in Australia called Future Unlimited www.studyinaustralia.gov.au and www.study.sydney



WORK HEALTH, SAFETY ACT AND WORK COVER NSW

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

At orientation we will talk to you about emergency evacuation procedures. In an emergency situation you are to make your way quickly and calmly to the nearest exit and meet your trainer and other students at the collection point for a roll call check.

No Smoking is allowed in any area of the College. If you wish to smoke you must leave the premises. There are rules about smoking within 4 meters of the entrance that must be applied by all staff and students.

A First Aid Kit is located on each floor.

You are responsible for:

- Always conducting yourself in a safe and healthy manner.
- Ensuring the prevention of injury and disease to yourself, your trainers and your fellow students.
- Identifying and reporting to your trainer any possible hazards from equipment, facilities and the environment.
- Refraining from smoking
- Refraining from drinking and/or eating in the classrooms.

ANTI-DISCRIMINATION

Nurse Training Australia is committed to providing a fair and equitable College for its 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.

You are responsible for:

- Ensuring non-discriminatory or harassing behaviour at all times to other students, staff or visitors to the College.
- Reporting any discriminatory behaviour or harassment to your trainer.

ACCESS AND EQUITY

Nurse Training Australia provides equal access to training and delivery services for local and international students. Where possible, we conduct flexible training to meet specific needs of individual students.

Recruitment to Nurse Training Australia is carried out in an ethical manner in accordance with Access and Equity principles

Your trainers will:

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

Should you have any access and equity issues you may approach your trainer in the first instance. If you do not wish to do you may contact the Student Services Manager.

STUDENT RESPONSIBILITIES/CODE OF BEHAVIOUR

While you remain a student at Nurse Training Australia it is your responsibility to:

- To conduct yourself in a safe and healthy manner.
- To behave in a manner, 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 building
- To refrain from drinking and/or eating in the lecture and computer rooms.
- To attend class regularly and punctually.
- To discuss any complaints or grievances with your trainer or student services staff.
- To not be discriminatory, harassing or bullying at all times to other students, staff or visitors to the College
- To report any discriminatory behaviour, harassment or bullying to student services staff.
- To refrain from unacceptable behaviour including the use of bad language, alcohol and drugs
- To refrain from the use of devices, this may disrupt classes. e.g. mobile phones and devices.

Students who choose not comply with the Code of Behaviour will be given a verbal warning in the first instance, a written warning in the second instance and must meet with the Intervention staff to manage the behaviours. Continuing inappropriate behaviour is grounds for cancellation by the College.

COMPLAINTS AND APPEALS

NTA provides a process for complaints and appeals policy and procedure.

Despite all efforts by NTA to provide satisfactory services to its students, complaints may occasionally arise that require formal action and resolution. The following procedure provide students with the opportunity to have any issues relating to a substantiated complaint or appeal resolved and resolutions reached that are designed to satisfy all parties involved.

We will vigorously follow through complaints following our internal procedures making sure each step follows the principles of natural justice and procedural fairness. The College complaints and appeals processes are independent, easily and immediately accessible and no cost or inexpensive for the parties involved.

Complaints and appeals come in two different types – Academic and Non-Academic as defined below.

Academic Complaint and Appeals: Refers to an appeal about an academic matter:

- Your course
- trainers and training delivery
- Course progress and or attendance
- your assessment result or assessment outcomes

Non-Academic Complaint and Appeals:

- NTA and administration staff
- A Trainer or an Assessor
- Another course participant or person at the College

Procedure for a grievance, complaint and appeal:

1. Discuss the issue with the member of staff or trainer involved or course participant	1. You might have a grievance or complaint about: NTA and administration staff Your course or your assessment result A Trainer or an Assessor Another course participant or person at the College We encourage participants to talk directly with the person involved and see if you can sort out the issues of concern.
2. Discuss the issue with a Manager	2. Where talking with the person is not appropriate, the complaint can be discussed with a member of staff –probably a manager by phone or through email such as : Student Services Manager or Director of Studies We will seek an immediate resolution of the matter if possible within our roles. We will communicate with you, discuss the matter with other parties and seek resolution. We must refer to our policies and procedures and point this out to you as the complainant and the process will be fair and transparent. We allow 10 days.
3. Fill in the written complaint form and it will be considered by the Principal	3. If the complainant is not satisfied with the suggested resolution, we will advise you to put the complaint in writing on our complaints form and submit. This form can be downloaded from the website and sent by email. The College will acknowledge receipt of complaint and date received. The complaint goes to the Principal who will consider the written complaint within 10 working days. Where the matter may involve the Principal, we will use an agreed third party to consider the complaint and the resolution proposed. This will make the process fair and transparent.
4. How we advise of the complaint resolution and give written notification of the decision	4. A meeting or phone conference may be offered to the complainant. A support person can be there with the complainant. Details of any meetings with the complainant will be recorded in writing. The written statement of RTO'S decision, including details of the reasons for the outcome will be provided to the complainant. We must refer to our policies and procedures and point this out to you as the complainant so the process will be fair and transparent. Internal decision making and resolution between you and the College will be finalised as soon as practicable
5. If our internal process has not worked, you can seek a review or appeal the RTO decision. We move to mediation	5. If agreement still cannot be reached, or the complainant is not satisfied with the College decision, then you can seek a review and appeal that decision. Our RTO offers a mediation services through LEADR which is now called Resolution Institute. This is the final step in our internal complaints resolution process and we hope the complaint can be resolved to the satisfaction of all parties. Again, the decision of the mediation will be recorded and sent to all parties within 28 days of the final mediation meeting. This will be the final decision. We do expect this to be completed within 60 days. If more time is needed we will write to you and explain the delay and keep you up to date on progress of the matter.
6. Complaints are in registers and the quality assurance system	6. Complaints and appeals are logged in the complaints and appeals register, reported to management meetings and retained in our compliance records. We treat complaints as feedback that can improve our client services and quality assurance in the RTO. We are required to acknowledge formal complaints and rectification in reporting against the standards for Colleges.
7. External appeal Take the complaint to an external agency.	7. Once mediation has been provided and closed out, we will advise the complainant that all internal processes have been exhausted. There are external agencies who can deal with your complaint where you wish a review or appeal against the RTO decision. NSW Department of Fair Trading. This is the external agency that deals with consumer complaints such as fees, discrimination or other matters. National Training Complaints Hotline give advice and refers you to the correct training body : Phone: 13 38 73 Mon-Friday 8am – 6pm Written complaints can be emailed to skilling@education.gov.au . Complaints can also go to the Overseas Student Ombudsman www.oso.gov.au Information brochures are on their website.

8. The role of ASQA in investigating complaints after internal processes are exhausted.

8. We will also provide a link on the website and information in the website FAQ's about the RTO regulator's complaints handling process. The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector, it regulates courses and training providers to ensure nationally approved quality standards are met. It is not ASQA's role to arbitrate between aggrieved parties. ASQA receives and investigates complaints in order to manage the risk of training providers not complying with their legislative obligations. Participants will be informed of ASQA's role at induction.

Appeals against assessment decisions are handled differently

The process is explained here.

Records of assessment appeals that escalate to a written appeal will be recorded on our Assessment Appeals Register. The appeal, assessment tasks and history of marking and feedback are kept on file and reviewed to ensure that they are fairly dealt with according to legislation, policy and procedure.

Procedure for an assessment appeal:

1. Discuss your results with the Assessor who marked your work

1. For all assessment tasks but in particular for final assessment tasks, if the participant has a grievance about the results, the Assessor will immediately discuss the feedback provided and the assessment outcome to clarify the decision of Not Satisfactory or Not Yet Competent. This must be done within 14 days from the result date. There are opportunities for re-submission and re-sits as explained in the Handbook and during the course so most assessment matters can be resolved at this stage.

2. Review - Request re-marking by the same Assessor or another Assessor

2. If agreement cannot be reached, the participant has the right to request a re-marking where the work is assessed again by the same Assessor, or that another Assessor undertakes the marking of the submitted work for assessment. This must be done within 14 days from the result date. The College will acknowledge receipt of appeal and date received.

3. Fill in and send a written assessment appeal form that will be considered by the Director of Studies

3. If the assessment decision remains Not Satisfactory or Not Yet Competent after the re-marking and the participant is still not satisfied, then the Director of Studies shall discuss the assessment decision with the participant and the Assessor. The request must be submitted in an assessment appeal form within 28 days of the date of the remarked results. The College will acknowledge receipt of appeal and date received.

4. The Appeal resolution by meeting or phone then the Principal will send written notification of the decision.

4. A meeting or phone conference may be offered to the complainant. A support person can be there with the complainant. Details of any meetings with the complainant will be recorded in writing. The written statement of RTO'S decision, including details of the reasons for the outcome will be provided to the complainant. We must refer to our policies and procedures and point this out to you as the complainant so the process will be fair and transparent. Internal decision making and resolution between you and the College will be finalised as soon as practicable.

5. If our internal process has not worked, you can seek a review or appeal the decision. We move to external marking.	5. If the appellant is still not satisfied with the result and wishes to pursue the matter, we offer an external mediation and assessment service through a VET consultancy RTOhelp Pty Ltd. This is the final step in our internal complaints resolution process and we hope the assessment decision can be resolved to the satisfaction of all parties. Again, the decision by a third party Assessor will be recorded and sent to all parties within 28 days. This will be the final decision.
6. You have 3 months to submit assessment appeals	6. Formal written appeals against an assessment decision must be submitted within 3 months of the submission date of the assessment. Appeals will not be considered after that date.
7. Appeals improve our quality of training and assessment system	7. Complaints and appeals are logged in the complaints and assessment appeals register, reported to management meetings and retained in our compliance records.
8. Take the appeal to an external body	8. Once mediation and the external assessment services has been provided, we will advise the student that all internal processes have been exhausted. He/she can take the matter to the National Training Complaints Hotline. Phone: 13 38 73 Mon- Friday 8am – 6pm Written complaints can be emailed to skilling@education.gov.au
9. The role of ASQA in investigating issues around quality of training and assessment after internal processes are exhausted.	9. Our RTO will also provide a link on the website and information in the website FAQ's about the RTO regulator's complaints handling process. The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector, it regulates courses and training providers to ensure nationally approved quality standards are met. It is not ASQA's role to arbitrate between aggrieved parties. ASQA receives and investigates complaints in order to manage the risk of training providers not complying with their legislative obligations. Participants will be informed of ASQA's role at induction.



ESOS FRAMEWORK

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2018.

Protection for overseas students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.deewr.gov.au>. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course – including its location – match the information on CRICOS.

Your rights

The ESOS framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent.
- If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- Your right to get the education you paid for. The ESOS Framework includes consumer
- Protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

The ESOS framework sets out the standards Australian education providers offering education services to overseas students must obey. These standards cover a range of information you have a right to know and services that must be offered, including:

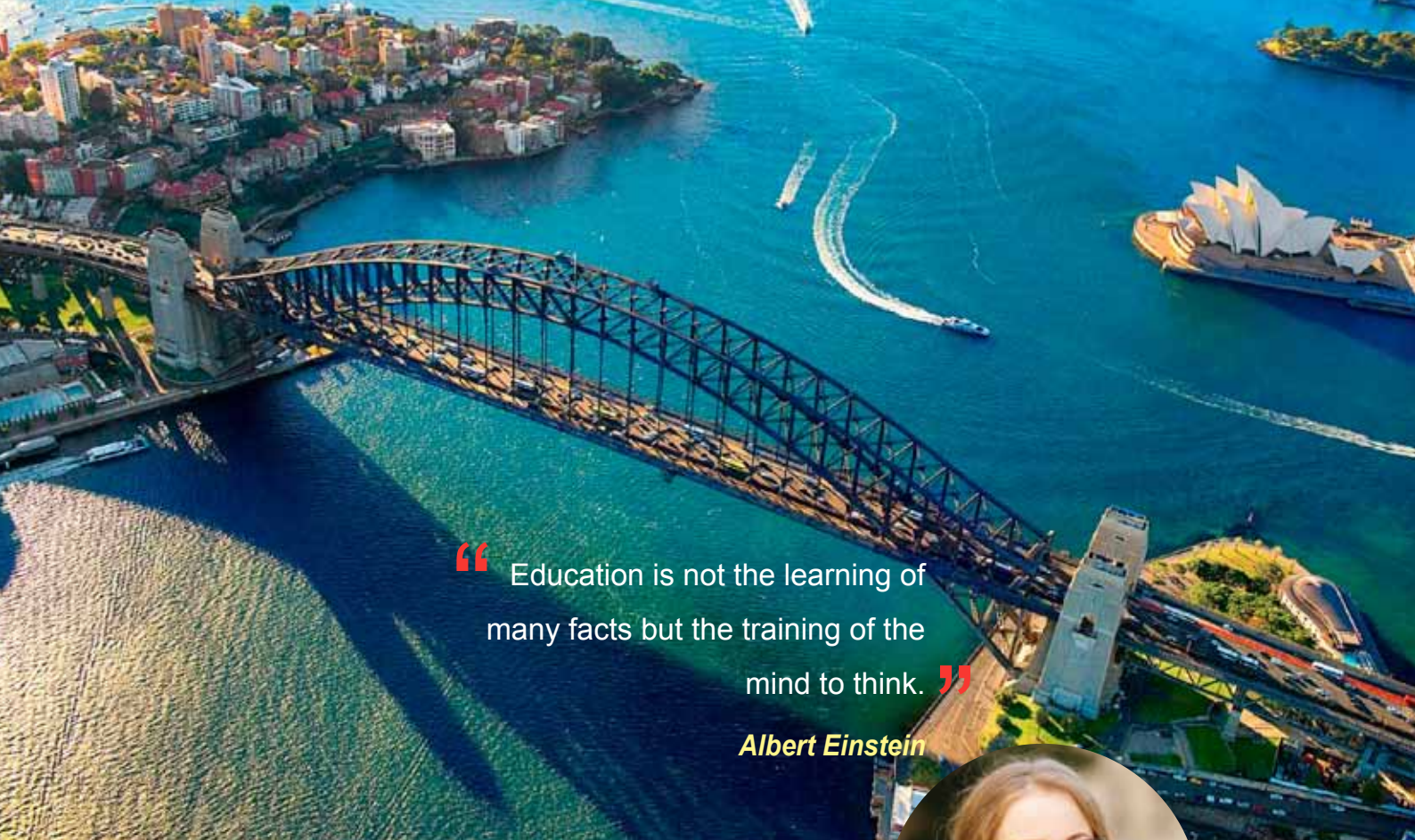
- Orientation and access to support services to help you study and adjust to life in Australia
- Who the contact officer or officers is for overseas students
- If you can apply for course credit
- When your enrolment can be deferred, suspended or cancelled
- What your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- If attendance will be monitored for your course, and
- A complaints and appeals process.

One of the standards does not allow another education provider to enroll a student who wants to transfer to another course, but has not completed six months of the final course of study you plan to undertake in Australia. If you want to transfer beforehand you need your provider's permission. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.

Your responsibilities

As an overseas student on a student visa, you have responsibilities to:

- Satisfy your student visa conditions
- Maintain your overseas student health cover (OSHC) for the period of your stay
- Meet the terms of the written agreement with your education provider
- Inform your provider if you change your address
- Maintain satisfactory course progress



“ Education is not the learning of
many facts but the training of the
mind to think. ”

Albert Einstein



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CARE PLUS TRAINING PTY LTD T/A Nurse Training Australia.
ABN: 291 661 75462. CRICOS ID: 03575C. RTO ID: 41009

Our friendly staff are waiting for your call