

# NATIONAL COLLEGE OF VOCATIONAL EDUCATION

CRICOS PROVIDER NO.: 03686G RTO PROVIDER NO.: 90283



## International Student Handbook

### The National College of Vocational Education (NCVE)

RTO No. 90283 | CRICOS No:03686G

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# Table of Contents

Welcome .....	5
Important Contact Details & Dates.....	6
About NCVE.....	7
Campus and Facilities .....	7
Registration and Professional Memberships .....	7
The National Register .....	8
CRICOS .....	8
The ESOS Framework .....	9
RTO obligations .....	9
Your rights .....	10
Protecting Students – The Tuition Protection Service (TPS) .....	11
Privacy of Your Personal Information .....	12
Our Guarantee:.....	13
Courses Offered .....	14
English Language Intensive Course for Overseas Students (ELICOS) .....	14
Vocational Courses:.....	14
NCVE Pathways to Vocational Courses .....	14
Study Tours.....	15
NCVE’s Application Process .....	16
The Application Process .....	16
Entry Requirements.....	17
Unique Student Identifier (USI) Policy and Procedure.....	19
Starting Your Course .....	21
Orientation Day .....	21
Language Literacy and Numeracy (LLN) Test .....	21
Orientation program .....	21
Student ID Card .....	21
Prior Learning (for Vocational Courses Only).....	22
Staying ‘On-Track’ During Your Studies .....	24
Course completion .....	24
The Assessment Process.....	24
Work Placement .....	28

Student Attendance .....	28
Attendance Monitoring Policy & Procedure .....	29
Appendix 1: <b>Compassionate and Compelling Circumstances Definition</b> .....	35
Current Address Details.....	36
Academic Progress .....	36
Monitoring Course Progress Policy & Procedure.....	36
Qualifications to be issued .....	42
Holidays .....	42
Student Rights .....	42
Student Code of Conduct .....	43
Academic misconduct .....	43
Consumer Protection Policy.....	44
Complaints and Appeals Policy and Procedure.....	44
Enrolment Variation - Deferment, Suspension and Cancellation .....	48
Fees and Refunds Policy & Procedure.....	53
<ul style="list-style-type: none"> <li>The processes outlined in this overseas Student Fees &amp; Refunds Policy and Procedure do not affect the rights of the student to take action under Australian Consumer Law if the Australian Consumer Law applies. ....</li> </ul>	58
Conditions of Enrolment Indemnity Declaration .....	58
Student Support Services.....	61
Well-Being Programs.....	61
Facilities and Student Resources.....	62
Student Benefits.....	64
Critical Incidents .....	69
Living in Sydney.....	71
Location .....	71
Why Choose Sydney? .....	71
Population .....	72
Climate .....	72
Transport.....	72
Accommodation .....	75
Banking.....	76
Phone and Internet Services .....	77
What to do in an Emergency.....	78
Medical.....	79

Legal .....	81
Health and Fitness .....	82
Smoking .....	82
General Safety .....	82
Sun Safety .....	83
Beach Safety .....	83
NCVE Contact Information .....	84
General & Student Enquiries .....	84
Emergency .....	84

## Welcome

Welcome to the National College of Vocational Education (NCVE). We look forward to welcoming you to Sydney and our College and helping you to achieve your goals and ambitions studying here in Australia.

NCVE has been operating for over 20 years. We have been offering a range of ELICOS and Vocational Education and Training (VET) courses to international students since 2018.

Our facilities are modern and centrally located in Surry Hills, very close to Central Station where students can easily travel to Sydney CBD and enjoy all that it offers.

Our team of experienced and friendly teachers and support staff are on-hand to assist you as needed and ensure that your experience studying and living in Sydney or is an enjoyable and prosperous one.

To help you get the most from your studies, we have developed this NCVE International Student Handbook. This Handbook provides you with a range of relevant information as you embark on your learning experience with us. This handbook will also help you understand your rights and responsibilities, to make informed decisions and understand how you can seek assistance when needed.

Please take time to read this Handbook carefully. If there is anything you do not understand, please feel free to contact our Student Services Team who are happy to help.

### Steve Millard

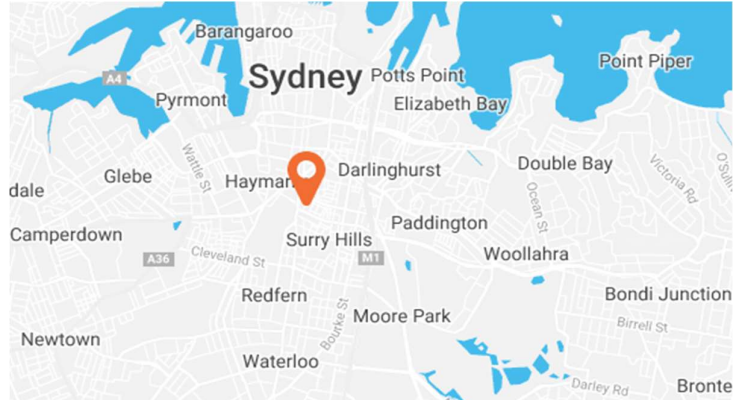
Chief Executive Officer (CEO)  
The National College of Vocational Education



## Important Contact Details & Dates

### *Sydney Campus*

Level 4  
84-86 Mary Street  
Surry Hills NSW 2010



### *Contact Details*

Postal address: PO Box 2158, Tingalpa Qld 4173

Phone: (02) 8355 7308 or 1800 180 881

Email: [international@ncve.edu.au](mailto:international@ncve.edu.au)

After hours' **emergency** contact:

- Steve Millard
- Mobile: 0438 722 600

### *Main Contacts at Sydney Campus*

Campus and Compliance Manager: **Joe Lynch**  
Director of Studies ELICOS: **Fariba Soltanzadeh**

### *Head Office Contacts*

Chief Executive Officer: **Steve Millard**  
Director of Training: **Jill Millard**  
Administration Manager: **Brooke Seage**

## About NCVE

### Campus and Facilities

The National College of Vocational Education's **Sydney Campus** is located close to Central Station. Our Hard Loft building featuring artistic ambience of traditional interior spaces and exposed ductwork in Sydney educational facility is close to shops, cafés, all forms of public transport (Light Rail, Train and Bus). You are a stroll away from Prince Alfred Park and Hyde Park in the city being known as the popular route to Oxford Street in Darlinghurst and running all the way to Bondi Junction.

Our Loft campus has 8 classrooms which have been purpose-built. Each classroom is equipped with state-of-the-art teaching facilities. NCVE's Sydney Campus also includes:



- Student Library
- Computer lab
- Pray Room
- A range of multimedia equipment to enhance the learning experience
- Wi-fi connection available to students
- Kitchen facilities including microwaves, access to fridge and vending machines
- Comfortable common areas for breaks

On your NCVE Orientation Day, which occurs on your first day at the College, all students will be provided with relevant textbooks, if applicable.

### Registration and Professional Memberships

#### Registration:

NCVE is an RTO (Registered Training Organisation) as regulated by the Australian Skills quality Authority (ASQA) to deliver vocational education and training (VET) services. As an RTO, NCVE must comply with a range of requirements including:

- the National Vocational Education and Training Regulator Act 2011 (the NVR ACT 2011)
- the VET Quality Framework



- the Standards for Registered Training Organisations (RTOs) 2015 (the Standards for RTOs 2015)
- The Education Services for Overseas Students Act 2000 (ESOS Act)
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code 2018)

A copy of the National Code 2018 is available for download from:

<http://www.education.gov.au/quality-and-legislative-frameworks>

A copy of the Standards for RTOs 2015 is available for download from:

<https://www.legislation.gov.au/Details/F2019C00503>

NCVE is committed to providing quality training programs and business systems and has established a robust quality management system that has been certified under the international ISO9001 standard.

### The National Register

[www.training.gov.au](http://www.training.gov.au) is the official national register of information on vocational education and training (VET) in Australia. The National Register has the details of:

- all Registered Training Organisations (RTOs) approved to provide nationally recognised VET training
- details of all nationally recognised courses (training products).

Every RTO has an RTO code that allows you to find information about the RTO on [www.trainin.gov.au](http://www.trainin.gov.au)

NCVE's RTO code is: **90283**

Go to the link to find NCVE's information on the National Register:

<https://training.gov.au/Organisation/Details/90283>

Here you will find information about NCVE including:

- Campus locations and addresses
- Contact details
- A list of courses that NCVE can deliver to students.

### CRICOS

The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) is a list of all Australian education providers that offer courses to people studying in Australia on student visas.



Every education provider that can offer course to student visa holders has a special number called a CRICOS Provider Code. An education provider's CRICOS provider code should be on all their promotional and public materials so that anyone can identify the provider by searching for it on CRICOS.

NCVE's CRICOS provider Code is: **03686G**

Go to the following link to find NCVE's CRICOS listing:

<https://cricos.education.gov.au/Institution/InstitutionDetails.aspx?ProviderCode=03686G>

Here you will find information about NCVE including:

- Campus locations and addresses
- Contact details
- A list of courses offered by NCVE inclining the CRICOS Course Code for each course including course duration

NCVE provides the following courses to overseas students:

- Vocational Education and Training (VET) courses
- ELICOS (English Language Intensive Courses for Overseas Students)

### **The ESOS Framework** – Providing quality education and protecting your rights

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.

NCVE's CRICOS registration guarantees that the courses it provides 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.

### **RTO obligations**

NCVE is responsible for:

- a) The quality of the training and assessment in compliance with the VET Quality Framework. More details about the VET Quality Framework can be found on the ASQA website  
<https://www.asqa.gov.au/about/asqa-overview/key-legislation/vet-quality-framework>
- b) For the issuance of the AQF certification documentation. More details about the AQF certification standards can be found at [www.aqf.edu.au](http://www.aqf.edu.au)
- c) Advising students, in advance, of any changes to the services, including new subcontracting arrangements or a change to existing subcontracting arrangements. This will be done by an announcement on the College web site.
- d) Advising students about their rights via the Code of Practice published on the College web site

- e) Advising students about the Complaints and Appeals Policy and Procedure published on the College web site
- f) Advising students if NCVE, or a third party delivering services on behalf of the College, closes or ceases to deliver a unit or units that the learner is enrolled in. This will be done by an announcement on the College web site.
- g) Advising students about any changes to services. This will be done by an announcement on the College web site.

## **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.
- 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:

- An Orientation program 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 enrol 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.

## **Your responsibilities**

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

- Understanding and accepting of the enrolment conditions for the training program you undertake
- Maintaining your Overseas Student Health Cover (OSHC) for the period of your study.

- Paying of all fees and charges associated with your training program and providing your own course requirements where notified.
- Securing of your personal possessions whilst attending a training program
- Maintaining regular and punctual attendance
- Informing your provider if you change your address
- Maintaining satisfactory course progress and attendance
- Respecting property of the College and observing policy guidelines and instructions for the use of equipment

If you need more information about your rights and responsibilities under the ESOS Act and the National Code, speak to one of the trainers or a Student Service Officer.

#### Where can I find more information about this?

*More information about the ESOS Act is on the following websites:*

<https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx>

<https://www.legislation.gov.au/Details/F2017L01182>

*If you need more information about your rights and responsibilities under the ESOS Act and the National Code, speak to one of the trainers or a Student Service Officer.*

#### Protecting Students – The Tuition Protection Service (TPS)

Australia has an excellent reputation for quality education. However, sometimes an education provider may close down, fail to start a course that students are enrolled in or stop offering it part-way through. Closing, failing to start, or stopping a course part way through is called **a default**.

If an education provider defaults, the Tuition Protection Scheme (TPS) may be able to help you.

Your education provider must help you, even if it is closing. Your provider must:

- arrange for you to finish your study with another provider, or
- give you a refund of unspent tuition fees you paid directly to your provider.

If you are not satisfied with the replacement courses your provider has identified, you can ask to receive the refund instead.

If you have applied for a refund and you are not satisfied with the outcome, you can begin an internal complaints process with your provider. If you are unhappy with the outcome of the internal complaints process, you can contact the Overseas Students Ombudsman.

If your provider does not find you a suitable course or offer you a refund the TPS will help you.

For more information about the TPS go to: <https://www.education.gov.au/tps>

### **Privacy of Your Personal Information**

NCVE takes the privacy of its students very seriously and complies with all legislative requirements. These include the Privacy Act 1988, which incorporates the amendments made to it by the Privacy Amendment (Private Sector) Act 2000 and includes the Australian Privacy Principles. NCVE adheres to following principles in relation to your privacy:

**Collection for lawful purposes** NCVE will collect personal information from you using lawful methods and for lawful purposes.

**Collection conditions** When collecting personal information, NCVE will take all reasonable steps to inform the person to whom the information relates, that their personal information is being collected, why it is being collected, who will see it, whether they are required to provide this information by law or are doing so voluntarily and how they may correct the information.

**Direct collection** NCVE will collect personal information from the person to whom the information relates, or from a parent or guardian if that person is under 18 years of age, or from someone else who has that person's permission. NCVE will take all reasonable steps to ensure the information collected is relevant for the purpose it was collected for, is accurate and up to date, is not excessive and does not intrude on person's personal affairs.

**Retention of Information** NCVE will ensure that personal information is securely stored and retained only for as long as is necessary and when disposing of personal information every effort will be made to ensure this occurs securely. NCVE will ensure that reasonable steps are taken to ensure that personal information is protected from unauthorised access/use/disclosure. NCVE will provide access to the person on whom the personal information is stored without excessive delay or expense, and ensure that personal information is accurate, up to date, relevant, complete and not misleading. Any inaccurate personal information will be altered as soon as inaccuracy is identified.

**Disclosure of Information** NCVE will ensure that all personal information is used for the purpose for which it was collected unless the person gives permission to use the information for a purpose other than that for which it was collected. NCVE will not disclose personal information to another person or organisation unless authorised by subpoena, search warrant or statutory instrument except in the case of International Students suspected of breaching their visa conditions. In this instance, NCVE may share personal contact, enrolment, and course details with the Australian Government and its designated authorities. It is the International Students responsibility to provide all necessary documentation to support their visa application. If an International Student provides incorrect or incomplete information to Australian Immigration authorities, it may result in the cancellation of your visa and your enrolment.

In addition to this, we will not disclose personal information relating to a person's race, political opinions, religious beliefs, health, sexual activities, or trade union memberships unless not to do so would pose an imminent threat to the person's life or health.

### **Professional Memberships:**

NCVE holds the following professional memberships:

- ITECA – The Independent Tertiary Education Council Australia (<https://www.iteca.edu.au/>)

- VELG Training – a provider of Vocational Education and Training (VET) professional development and consulting services ([www.velg.com.au](http://www.velg.com.au))

**Our Guarantee:**

NCVE is responsible for the quality of the training and assessment in compliance with the Standards for RTOs 2015, and for the issuance of the AQF certification documentation. If for whatever reason we cannot supply the training and assessment services that you have enrolled in, we will refund student fees in accordance with our Fee and Refund Policy.

## Courses Offered

### English Language Intensive Course for Overseas Students (ELICOS)

NCVE currently offers the following ELICOS courses to overseas students:

- Intensive General English (*CRICOS Course Code: 097167G*)
- IELTS Examination Preparation (*CRICOS Course Code: 097170B*)
- English for Business & Professionals (*CRICOS Course Code: 109026G*)
- IELTS - EAP Advanced Course (*CRICOS Course Code: 097171A*)
- Cambridge First Certificate Preparation Course (*CRICOS Course Code: 097168G*)
- Cambridge Advanced English Course (*CRICOS Course Code: 097169F*)

You can find more information about the maximum duration of each of these ELICOS courses by looking at NCVE's CRICOS information at:

<https://cricos.education.gov.au/Institution/InstitutionDetails.aspx?ProviderCode=03686G>

### Vocational Courses:

- BSB30120 Certificate III in Business
- BSB30120 Certificate III in Business
- BSB40320 Certificate IV in Entrepreneurship and New Business
- BSB40520 Certificate IV in Leadership and Management
- BSB40820 Certificate IV in Marketing and Communication
- BSB40920 Certificate IV in Project Management Practice
- BSB50120 Diploma of Business
- BSB50420 Diploma of Leadership and Management
- BSB50820 Diploma of Project Management
- BSB50620 Diploma of in Marketing and Communication
- BSB60520 Advanced Diploma of in Marketing and Communications
- BSB60420 Advanced Diploma of Leadership and Management

You can find more information about the maximum duration of each of these VET courses by looking at NCVE's CRICOS information at:

<https://cricos.education.gov.au/Institution/InstitutionDetails.aspx?ProviderCode=03686G>

### NCVE Pathways to Vocational Courses

All overseas students (and domestic students) need to show that they have good English skills before they can start a course of study. In Australia, we use the term, Language Literacy and Numeracy (LLN) skills which include speaking, listening, reading, writing and mathematical skills. Student can show that they have the required LLN skills to start a course in a number of ways including completing:

- a recognised English proficiency test such as IELTS, PTE Academic, TOEIC, etc.

- a previous qualification through English
- high school through English
- an ELICOS course at NCVE or other ELICOS provider

The table below shows the number of weeks of English study you would need on the NCVE/ELICOS course you would need to successfully complete before your English skills are ready to start a VET course.

NCVE - PATHWAYS TO SUCCESS Weeks of Study required by ELICOS course	VET COURSES			
	CERTIFICATE I/II	CERTIFICATE III	CERTIFICATE IV	DIPLOMA
<ul style="list-style-type: none"> <li>• Level 6 – Advanced</li> <li>• EAP + IELTS Advanced</li> <li>• Cambridge CAE</li> </ul>	Direct Entry	Direct Entry	Direct Entry	Direct Entry
<ul style="list-style-type: none"> <li>• Level 5 – Upper-Intermediate</li> <li>• IELTS Intermediate to Upper-Int.</li> <li>• Cambridge FCE</li> </ul>	Direct Entry	Direct Entry	Direct Entry	Direct Entry
<ul style="list-style-type: none"> <li>• Level 4 – Intermediate</li> </ul>	Direct Entry	12	24	36
<ul style="list-style-type: none"> <li>• Level 3 – Pre-Intermediate</li> </ul>	12	24	36	48
<ul style="list-style-type: none"> <li>• Level 2 – Elementary</li> </ul>	24	36	48	60 +
<ul style="list-style-type: none"> <li>• Level 1 – Starter</li> </ul>	36	48	60	72 +

### Study Tours

We are happy to arrange customised study tours, where you and your group can study English whilst experiencing all that Queensland has to offer.

NCVE can arrange General English Study Tours for Teenagers; Adults; or Seniors. We are also able to host English for Specific Purposes (ESP) Study Tours in the areas of Business; Retail; Management & Leadership; Hospitality; Food Service Industry; Hotel & Catering; Tourism; and Aged Care.

# NCVE's Application Process

## The Application Process

NCVE has set out the application procedure below to assist you to navigate through the process. We have colour coded these steps to assist you. NCVE actions are coloured **BLUE** and student actions are coloured **ORANGE**.





## Entry Requirements

### English Courses:

There is no academic or English language pre-requisite for students wishing to study the Intensive General English course. We assess each General English student at Orientation to determine which class of General English is most suitable for a new student.

Other English language courses offered by NCVE do have English Language pre-requisites set at various levels. Please refer to the table below.

ELICOS Course	Entry requirements
Intensive General English (CRICOS Course Code: 097167G)	N/A
IELTS Examination Preparation (CRICOS Course Code: 097170B)	<ul style="list-style-type: none"> <li>- Achieved an Intermediate Level or above on the NCVE Placement Test</li> <li>- Completed NCVE Intensive General English Level 4 Intermediate or above               <ul style="list-style-type: none"> <li>- Achieved 5.00 – 5.5 IELTS Score</li> <li>- Achieved Cambridge B1</li> </ul> </li> <li>- Equivalent PTE 42-49 / TOEFL 46-59 scores as above</li> </ul>
English for Business & Professionals (CRICOS Course Code: 109026G)	<ul style="list-style-type: none"> <li>- Achieved an Intermediate Level or above on the NCVE Placement Test</li> <li>- Completed NCVE Intensive General English Level 4 Intermediate or above               <ul style="list-style-type: none"> <li>- Achieved 5.5 IELTS Score</li> </ul> </li> <li>- Equivalent PTE/ TOEFL/Scores as above</li> </ul>
IELTS - EAP Advanced Course (CRICOS Course Code:097171A)	<ul style="list-style-type: none"> <li>- Achieved an Upper- Intermediate/Advanced Level on the NCVE Placement Test</li> <li>- Completed NCVE Intensive General English Level 5 Upper-Intermediate or above               <ul style="list-style-type: none"> <li>- Achieved 6.5 score on IELTS</li> <li>- Achieved Cambridge B2</li> </ul> </li> <li>- Equivalent PTE / TOEFL scores as above</li> </ul>
Cambridge First Certificate Preparation Course (CRICOS Course Code:097168G)	<ul style="list-style-type: none"> <li>- Achieved an Intermediate Level or above on the NCVE Placement Test</li> <li>- Completed NCVE Intensive General English Level 4 Intermediate or above               <ul style="list-style-type: none"> <li>- Achieved 5.00 – 5.5 IELTS Score</li> <li>- Achieved Cambridge B1</li> </ul> </li> <li>- Equivalent PTE/ TOEFL Scores as above</li> </ul>
Cambridge Advanced English Course (CRICOS Course Code: 097169F)	<ul style="list-style-type: none"> <li>- Achieved an Upper-Intermediate Level or above on the NCVE Placement Test</li> <li>- Completed NCVE Intensive General English Level 5 Upper- Intermediate or above</li> <li>- Achieved 6.5 – 7.0 IELTS Score</li> <li>- Achieved Cambridge B2</li> <li>- Equivalent PTE/ TOEFL Scores as above</li> </ul>

### Vocational Courses:

NCVE's Vocational Education (VET) courses have English Language pre-requisites and other academic entry requirements. Please refer to the table below:

VET course	English entry requirements
All VET courses	<ul style="list-style-type: none"> <li>Minimum IELTS 5.5 or equivalent in other recognised English proficiency test</li> <li>A completion certificate at Upper Intermediate (CEFR B2) or higher from a recognised ELICOS provider</li> <li>A previously completed VET qualification at Certificate IV level or higher, or</li> <li>Satisfactory level achieved in NCVE LLN Assessment</li> </ul>
VET course	Academic Entry requirements
<ul style="list-style-type: none"> <li>BSB30120 Certificate III in Business</li> <li>BSB40320 Certificate IV in Entrepreneurship and New Business</li> <li>BSB40520 Certificate IV in Leadership and Management</li> <li>BSB40820 Certificate IV in Marketing and Communication</li> <li>BSB40920 Certificate IV in Project Management Practice</li> <li>BSB50120 Diploma of Business</li> <li>BSB50420 Diploma of Leadership and Management</li> <li>BSB50820 Diploma of Project Management</li> </ul>	Completion of Year 10 or equivalent in-home country
BSB50620 Diploma of in Marketing and Communication	<p>Have completed:</p> <ul style="list-style-type: none"> <li>BSB42415 Certificate IV in Marketing and Communication; or</li> <li>have completed the following units (or equivalent competencies): <ul style="list-style-type: none"> <li><i>BSBCMM411 Make presentations;</i></li> <li><i>BSBCRT412 Articulate, present and debate ideas;</i></li> <li><i>BSBMKG433 Undertake marketing activities;</i></li> <li><i>BSBMKG435 Analyse consumer behaviour;</i></li> <li><i>BSBMKG439 Develop and apply knowledge of communications industry; and BSBWRT411 Write complex documents, or</i></li> </ul> </li> <li>equivalent competencies are predecessors to these units, which have been mapped as equivalent; or</li> <li>have two years equivalent full-time relevant work experience</li> </ul>
BSB60520 Advanced Diploma of in Marketing and Communications	<p>Have completed the following units (or equivalent competencies):</p> <ul style="list-style-type: none"> <li><i>BSBMKG541 Identify and evaluate marketing opportunities;</i></li> <li><i>BSBMKG542 Establish and monitor the marketing mix;</i></li> <li><i>BSBMKG552 Design and develop marketing communication plans;</i></li> <li><i>BSBMKG555 Write persuasive copy; and</i></li> <li><i>BSBPMG430 Undertake project work, or</i></li> </ul>

	<ul style="list-style-type: none"> <li>• equivalent competencies are predecessors to these units, which have been mapped as equivalent; or</li> <li>• have four years equivalent full-time relevant work experience.</li> </ul>
BSB60420 Advanced Diploma of Leadership and Management	<ul style="list-style-type: none"> <li>• Students must have successfully completed a Diploma or Advanced Diploma in the BSB Training Package, or</li> <li>• have two years equivalent full-time relevant workplace experience in an operational or leadership role in an enterprise.</li> </ul>

## Unique Student Identifier (USI) Policy and Procedure

It has been a requirement since January 2015 that all students in Australia have a Unique Student Identifier (USI).

The USI will be a lifelong number which will enable your records and results obtained after January 1st, 2015, to be collected in an online system. By having a USI, you will be able to access your training records and results (or transcript) whenever you need to.

You must have a USI before NCVE can issue AQF documentation to you. As such, NCVE requires you to have a USI at the time of your enrolment in your course.

The Australian Government has developed the following video to help students access a USI:  
<http://usi.gov.au/students/Pages/default.aspx>

There are two ways to create an USI; NCVE prefers if you create your own USI, however, but please contact us if you are having difficulty with this.

### 1. Create your own

This can be done by going to the Unique student Identifier Website and following some simple steps.

To create a USI, you will be required to provide:

- Personal information – name, date of birth etc.
- Contact Information – at least one method of contact e-mail, mobile or mail.
- Form of ID: Options include Driver License, Medicare card, Australian Passport, Visa (with Non-Australian passport) for international students, Birth Certificate (Australian), Certificate of Registration by Descent, Citizenship Certificate, ImmiCard.

### 2. A USI is created on your behalf.

To enable a USI to be created on your behalf you will need to give your permission and you will be required to sign a Privacy Notice to this effect.

### *Protection of student's privacy*

Your Unique Student Identifier (USI) contains personal information, contact details and your training records and results. The USI system has been designed to keep this information safe and secure and is only accessed by the organisations and employers you choose to have access to your records.

Your privacy. The personal information that you provide to the Student Identifiers Registrar is collected, used, and may be disclosed, in accordance with the provisions of the Student Identifiers Act 2014 and the Privacy Act 1988. The Student Identifiers Registrar's Privacy Policy provides information about the protection of your information, including how you can access and seek correction of your personal information held by the Student Identifiers Registrar and how to make a complaint about a breach of your privacy and how such complaints are handled.

For more information, go to: <https://www.usi.gov.au/documents/privacy-notice>

# Starting Your Course

## Orientation Day

When you arrive at NCVE, you will receive an Orientation session on your first day at the College. The Orientation session covers the information listed below. You will be provided with a tour of the College and facilities. It is important that you attend the Orientation program otherwise you may miss out on information that affects your study.

The purpose of the Orientation session is to fully inform new students of important aspects of life at the NCVE and to provide an introduction to studying at the College.

After Orientation, you will need to complete a Language Literacy and Numeracy (LLN) Test which will assess basic literacy and numeracy skills. The details of LLN Test are outlined below:

## Language Literacy and Numeracy (LLN) Test

Every student, who is enrolled in any course at NCVE needs to take an LLN test before the commencement of their course. The LLN test is conducted on Orientation Day by the Academic Manager, or a trainer appointed by the Academic Manager.

## Orientation program

The Orientation program provides a range of information to new students including:

- Information about living in Australia
- Student support services available for students
- Assessment processes
- Recognition of Prior Learning / Course Credit
- NCVE contact people
- Complaints and Appeals procedures
- Critical incident procedures
- Plagiarism and cheating
- Student code of behaviour
- Attendance and course progress requirements
- Maintaining address and contact details
- College facilities and resources
- Student obligations under the ESOS Act
- Emergency procedures
- Legal services
- Health and welfare services
- Student Credit Transfer application procedures
- Student deferral, suspension or cancellation procedures
- Student refund procedures

## Student ID Card

All students are issued with an NCVE Identification Card on Orientation Day.

Students are required to have their Identification card with them at all times while on the NCVE campus.

## **Prior Learning (for Vocational Courses Only)**

### ***Recognition of Prior Learning (RPL)***

RPL is the process by which your existing skills, knowledge and experience are recognised towards the achievement of a vocational qualification. These skills may have been obtained through: Training programs; work experience; voluntary work; schoolwork, life or sporting experience.

If you apply for RPL and are successful it can save you time in achieving a qualification as you do not have to repeat learning for skills and knowledge you already have.

All students are entitled to apply for Recognition of previously learnt skills and knowledge. To be awarded RPL you must provide evidence of when and how their competency was acquired.

To ensure that we assess your application for RPL in a consistent and fair manner we have developed the following process:

1. If you feel you want to apply for RPL, contact NCVE Student Services; we will explain the initial application process and send you out an RPL Application Form.
2. When we receive the completed RPL Application Form, we will arrange for you to meet with the assessor to discuss your application and make sure you understand the evidence collecting process. At this stage, you will be given an RPL Assessment Kit.
3. We will schedule further meetings to assess the evidence you have provided
4. When all the evidence has been submitted, the assessor will decide if you are competent in all aspects of the unit(s).
5. If yes: Statements of Attainments are issued for the units achieved or a Certificate is issued if you have achieved competence in all units in a Qualification.
6. If no: a meeting will be arranged with the assessor to explain areas requiring further evidence or training.

### ***Credit Transfer (CT)***

NCVE recognises the training you have successfully completed with other RTO's (or previously by us) and can apply credit to units on provision of Certificates or Statements of Attainment.

Our Credit Transfer Process is as follows:

1. Any student is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.
2. You will be required to complete the Credit Transfer Application Form and present it to us with your Statement(s) of Attainment or Certificate. You will be asked to submit originals for copying and endorsement by our staff or copies which are certified as true copies of the original by a Justice of the Peace (or equivalent).
3. You can apply for Credit Transfer at any time, but we encourage you to apply before commencing a training program. This will reduce unnecessary training and ensure a reduction in your student fee if Credit Transfer is awarded.

4. Credit transfer can only be awarded for whole units of competence that meet the packaging rules of the Qualification you are enrolled in. Where only a partial credit is awarded, this will not be considered for credit transfer, and you will be advised to seek RPL.
5. You cannot enrol in a training program only for credit transfer.

**Important:**

If NCVE grants an overseas student RPL or course credit that reduces their course length, the provider must:

- inform the student of the reduced course duration following granting of RPL and ensure the confirmation of enrolment (CoE) is issued only for the reduced duration of the course
- report any change in course duration in PRISMS if RPL or course credit is granted after the overseas student's visa is granted.

# Staying 'On-Track' During Your Studies

## Course completion

Generally, students are expected to complete their course within the duration of study as recorded on CRICOS.

NCVE may extend the duration of your course only in the following circumstances:

- On medical grounds (a medical practitioner's certificate indicating the student is unable to attend class); or
- In exceptional compassionate circumstances beyond the students control, such as serious illness or death of a close family member (independent evidence of the exceptional circumstances is required).
- Where NCVE is unable to offer a prerequisite unit at the time it is required;
- Where NCVE is implementing an intervention strategy for students at risk of not meeting academic progress requirements;
- Where NCVE has approved the deferral of commencement of studies or the suspension of study.

Students may request a change to their course by completing the relevant student request form. Any extension to the duration of a student's course will be notified by NCVE on PRISMS and if necessary, a new eCoE issued.

## The Assessment Process

You are undertaking an Australian Vocational Education and Training (VET) qualification. VET uses Competency Based Training (CBT). CBT is training that is designed to allow you to demonstrate your ability to do something, for example, make a coffee, deal with a difficult customer or create a document using Microsoft Word. You must demonstrate competence against industry-defined standards of performance.

You do not receive a grade, for example, 80% in your high school Mathematics examination. If you have completed an assessment task, you are marked either Competent (C) or Not Yet Competent (NYC), i.e., you can complete the task to the required standard, or you cannot.

Your trainer/ assessor provides you with feedback, and if required, you will be given the opportunity to re-submit your work (where NYC grade is given).

After you have completed your training, NCVE must ensure that you can meet industry expectations as expressed in the training package requirements of your qualification. The Standards for RTOs 2015 require NCVE to deliver training and assessment that allows you both the opportunity and the time to develop your skills and knowledge—and to practise and demonstrate your skills in a holistic and meaningful way.

NCVE must develop and implement an assessment process that ensures:

- assessment judgements are consistently made on a sound basis
- validation of assessment judgements is carried out.

An assessment system includes not only the actual materials used directly in conducting assessment, but also policies, procedures and other supporting documents and tools that inform the way assessment is conducted within NCVE.

For you to be assessed as 'competent', NCVE must ensure that you:



- have absorbed the knowledge
- have developed the skills
- can combine the knowledge and skills to demonstrate:
  - ability to perform relevant tasks in a variety of workplace situations, or accurately simulated workplace situations
  - consistency in performance and a consistent ability to demonstrate skills when performing tasks
  - understanding of what you are doing, and why, when performing tasks
  - ability to integrate performance with understanding, to show you are able to adapt to different contexts and environments.

As a student, you must:

- be assessed against all of the tasks identified in the elements of the unit or module
- demonstrate that you are capable of performing these tasks to an acceptable level.

Through the above process, you must demonstrate that you hold all of the required skills and knowledge specified in the unit or module assessment requirements. We find this information about the skills and knowledge for each unit of competency from the National Register at [www.training.gov.au](http://www.training.gov.au) For example, to view the skills and knowledge that must be assessed in the unit *BSBTWK301 Use inclusive work practices*, we look at the following link: [www.training.gov.au/Training/Details/BSBTWK301](http://www.training.gov.au/Training/Details/BSBTWK301)

When developing assessment materials, NCVE uses the information from the unit of competency elements, performance criteria and assessment requirements to determine what competence looks like. NCVE also ensures that assessment tools are contextualised to you, the student, that means that we aim to assess valid skills that are relevant to your specific industry or work context.

NCVE uses information from the unit of competency's training package information to set benchmarks for measuring your performance using 'observable behaviours'. This will ensure you have:

- actually undertaken all the required tasks
- demonstrated your ability to do so in different contexts and environments.

Assessment must always be based on the performance of, you, the individual student. If assessment tasks are undertaken as a group, each student must be assessed on each component of the task. We cannot assume that because a group of students completed a task, each of them is competent.

You will be provided with a fixed timescale to complete the assessment for each unit of competency after you have completed the training for that unit.

Assessment may be conducted throughout your study/ training – this is called *formative assessment*. It may also be carried out at fixed points or at the end of your training – this is called *summative assessment*. While you may be required to

complete and submit some tasks during your training, NCVE uses summative assessment, i.e., we assess your knowledge and skills at the end of the training in each unit of competency.

The assessment tasks that you must complete for unit of competency will vary, but will generally consist of some or all of the following components:

- *A written knowledge assessment*: This format assesses the knowledge requirements of the unit of competency through a range of knowledge types including short answer questions, multiple choice and questions that require more extended responses.
- *A written research project assessment*: This format also assesses your knowledge; however, it will usually involve a more detailed task with a number of stages where you need to conduct some research and use your creativity to design a proposal, report or something similar.
- *Practical assessment*: This format is used to assess your practical skills i.e., your assessor will observe you when you are completing a specific task. Your assessor will observe your actual behaviour to assess whether or not you can complete a task that meets industry standards. Practical assessments can occur:
  - On the job: your assessor observes you in your real work environment and may use a checklist to confirm that you can perform all the required behaviours for the task
  - In a simulated environment: your assessor sets up a simulated environment for you to complete a task because it is not possible for you to access a real work/ 'on the job' environment.
  - If your assessor cannot be present during a practical assessment completed wither on the job or via a simulation (e.g., a role play) you will need to take a recording of the event and send it to your assessor.
- Oral assessment: Your assessor may ask you questions, and you will give verbal responses. Oral tasks can be used for:
  - To assess your knowledge (as well as written questions)
  - Roles-plays that can be part of simulated assessment tasks
  - On the job if your assessor wants to confirm your knowledge or ask you about a practical task that you are completing
  - Presentations where you might need to present information or show your facilitation skills to a group

NCVE is required to ensure that compliance with the Standards for RTOs 2015 is maintained, and to review, evaluate and adjust as necessary, assessment systems and processes for validity, reliability, flexibility and fairness of assessment.

You should be aware that NCVE must ensure that its assessment system meets:

#### The Principles of Assessment:

- *Validity*: the assessment assesses all the required knowledge and skills required for the unit of competency
- *Reliability*: the assessment provides clear and sufficient guidance to assessors that ensures all assessors should reach the same conclusion about your competency.
- *Flexibility*: the assessment considers your individual needs
- *Fairness*: the assessment allows for reasonable adjustments to account for your individual learner needs.

### The Rules of Evidence:

- *Validity:* as above, the assessment must ensure that you have been assessed against the required knowledge and skills required for the unit of competency
- *Sufficiently:* the quality and quantity of evidence you have produced is enough for the assessor to make a judgment about your competency
- *Authenticity:* the assessor can be confident that the assessment evidence is your own work:
- *Currency:* Your assessment evidence must be from the present or very recent past.

Your assessors are required:

- To be fair and reasonable during assessment
- To be familiar with the field, with relevant industry standards and WHS requirements, and to be up to date with assessment methods and procedures appropriate for the clients and learning environment
- To negotiate flexibly with students regarding the type of assessment, taking into account flexible delivery, Equal Employment Opportunity and anti-discrimination principles, and the particular needs and circumstances of clients
- To advise clients regarding RPL processes
- To make proper assessment decisions based on explicit evidence of competency
- To use more than one piece of evidence to assess competence
- To mark your assessment in a timely manner and to avoid unnecessary delay
- To use cost and time effective methods and materials appropriate to the assessment rigour necessary and level of risk
- To consider the authenticity, validity, reliability, relevance of the assessments to the learning outcomes
- To provide feedback on your assessment.

All assessments handed in must be your own work. As part of your assessment completion, you are required to sign a declaration that you have completed the work. For hardcopy assessments you should also write the date, your name and signature on each page. This way if a page comes loose, we know it is part of your assessment. If your assessment is not clearly labelled it will be sent back.

### ***Reasonable Adjustment:***

NCVE understands that not all students are able to demonstrate competency in the same way, therefore, it may be necessary to adjust the assessment tasks for individual students. This is called **Reasonable Adjustment** and it is the process of adjusting or changing the assessment to meet the needs of the student being assessed.

Students with any of the following could expect reasonable adjustments to occur and should speak to their trainers and assessors regarding any changes they feel they need:

- physical disabilities
- limited language
- limited literacy and numeracy skills
- limited communication skills
- limited learning strategies.

The types of adjustments that are made must be within our capacity to provide them and may include:

- Oral response to questions rather than written
- Allowing extra time for assessment
- Using a support person
- Enlarging reading material
- Printing material on different coloured paper for individuals with Dyslexia.

## Work Placement

Some Aged Care, Individual support and Hospitality VET courses have a compulsory work-placement component under some units of study. These units of study require you to complete a specified minimum of hours of work placement in a care industry environment. NCVE will help you find work placement. You may be allowed to complete work placement component in your chosen workplace if approved by NCVE. The hours of work placement are presented below:

Qualification	Required work placement hours
CHC33015 Certificate III in Individual Support	120 hours
CHC43015 Certificate IV in Ageing Support	120 hours
SIT30616 Certificate III in Hospitality	36 service periods (shifts) – 200 hours (approx.)

## Student Attendance

It is a requirement for Student Visa holders to comply with condition [8202](#) of your student visa:

- *maintain satisfactory attendance in your course and course progress for each study period as required by your education provider.*

Student visa holders must be enrolled in a full-time course of study. A full-time course of study is defined as a minimum of 20 hours face to face course time. If a student is in breach of the attendance requirement, NCVE must report the student to the Department of Home Affairs (DHA) in accordance with the ESOS Act 2000.

NCVE monitors student's compliance with all student visa requirements, and we proactively notify and counsel any students who are at risk of failing to meet their attendance requirements.

Please refer to NCVE's *Attendance Monitoring Policy & Procedure* below.

***You may ask for your attendance record at any time from Student Services.***

## Attendance Monitoring Policy & Procedure

### Policy Statement:

To address the requirements of Standard 8 of *National Code 2018*, NCVE monitors overseas student's attendance for each course which the student is enrolled to ensure that the expected duration of study specified in the student's CoE does not exceed the CRICOS registered duration through effective recording, monitoring and reporting attendance processes.

NCVE is responsible for monitoring student attendance records. Students whose attendance falls below 80% and it is clear that the student will not be able to reach 80% by the end of a study period must be reported on PRISMS.

To ensure that students and staff understand their responsibilities in relation to these requirements and the consequences of poor attendance, the following procedures outline the steps the NCVE will take to monitor and report attendance. The procedure also indicates the appeals process available to students whose attendance has been identified as unsatisfactory.

NCVE has processes to **identify, notify and assist** an overseas student at risk of not meeting attendance requirements, where there is evidence that the overseas student is not attending classes.

This policy outlines NCVE's requirements for the following:

- a) Requirements for achieving satisfactory attendance under Standard 8
- b) Informing students of attendance requirements
- c) Attendance Recording
- d) Calculation of attendance records
- e) Non-commencement
- f) Identifying students at risk
- g) Intervention strategies to identify and offer support to those students at risk of not meeting attendance requirements
- h) Reporting unsatisfactory attendance including student right to appeal
- i) Reporting and appeals procedure
- j) Outcomes of the appeals procedure
- k) External appeals
- l) Notification of reporting to DHA
- m) Allowable extensions of course duration.

### Procedures:

#### **a) Requirements for achieving satisfactory attendance under Standard 8**

NCVE monitors and records the attendance of overseas students specifying:

- Students are required to achieve satisfactory attendance for a course(s) which is set at a minimum of 80% of scheduled contact hours.
- systematic methods in place for working out minimum attendance under Standard 8.
- documented processes for recording attendance
- how it identifies if a student is at risk of presenting unsatisfactory attendance, before either situation occurs.
- support and intervention strategies in place to identify, notify and assist overseas students who:
  - have been absent for more than five (5) consecutive days without approval
  - who are at risk of not meeting attendance requirements before the overseas students' attendance drops below 80%.

- processes for determining the point at which the overseas student has failed to meet satisfactory course attendance.

**b) Informing students of attendance requirements**

NCVE clearly outlines and informs overseas students before commencement about the requirements to achieve satisfactory attendance requirements for each study period through:

- Attendance information from the website, flyers, prospectus
- Terms and conditions itemised in the student's written agreement
- Student Handbook
- Orientation program - the Academic Manager providing a verbal explanation of the importance of attendance and the consequences of poor attendance during the Orientation Session.
- Classroom teacher/ trainer notifications.

**c) Attendance recording**

- The trainer/teacher records the student attendance every class on the attendance roll.
- Daily classes are divided into two sessions:
  - Session 1: 8.00am – 10.00am
  - Session 2: 10.20am – 12.20pm.
- The trainer/teacher records student attendance for each session as follows:
  - Present ✓
  - Absent – A
  - For late arrivals, enter arrival time, e.g., 8.15am.
- If a student is absent from classes for any reason, the student will be marked absent on the roll.
- Students absent due to illness including with medical certificate evidence are marked absent.
- If a student is ill, the student must notify NCVE. A Doctor's certificate must be submitted when the student resumes the class if absent for two or more days. Absent days with doctor certificates will not be deducted from the student's attendance.
- At the end of each week, each trainer/ teacher submits the completed attendance roll for that week to Student Services.
- Student Services finishes inputting attendance records for the previous week in the Student Management System, RTO Manager (RTOM) on the Monday of each week.
- Student Services maintains and stores attendance roll hard copies in designated and safe storage room.

**d) Calculation of attendance records**

- Student Services staff reconciles and inputs students' attendance into RTOM on a weekly basis
- RTOM calculates student's attendance in two different formats:
  - *Current/ actual attendance* represents the student's percentage based on his attendance from the commencement of the term to the current date.
  - *Projected attendance*: represents the maximum percentage, which a student can reach throughout a study period. For example:
    - when a student has 200 contact hours in a study period and is absent for 20 hours in the first week, then their projected attendance is recorded at 90%, i.e., if the student maintains full attendance until the end of the term, their projected attendance will be 90%.

- NCVE implements intervention strategies and reports students based on their attendance over a Study Period. For attendance monitoring purposes, NCVE defines a Study Period as the student's entire period of enrolment, e.g., 8 weeks, 52 weeks, etc.

**e) Non-commencement**

- New students are required to attend the Orientation Session and start their course on the first day of their course.
- If a student does not show up on the first day of their enrolment, they will be notified as 'not commenced'.
- If the student has not commenced their course within 5 working days of the scheduled commencement date, a *Notification of Intention to Report for Non-commencement* will be sent to the student, reminding them of the attendance requirements and advising to commence the course as earliest as possible.
- CoEs of students who have not commenced their studies will be cancelled within 30 days from the scheduled commencement date.

**f) Identifying and Notifying Students at Risk:**

- Identifying at risk students:
  - At risk students are initially identified as having failed to meet satisfactory attendance requirements if they have been absent from class for more than 5 consecutive days without approval.
  - Student Services generates a weekly report from RTOM to monitor students' attendance and to send notification letters accordingly.
  - Student Services sends notification/warning letters for attendance to students who are at risk of meeting requirements weekly.
  - The process of notification/warning letters and intervention strategy is detailed below.
- **Consecutive Absence Warning Letter**
  - When a student is absent for 5 or more consecutive days, they will be sent a '*Five Days Consecutive Absence Warning Letter*'.
  - In this letter, students will be reminded attendance requirements and advised to attend a meeting with the Academic Manager or Student Services Officer to discuss possible reasons and actions for their absence.
  - If students do not contact NCVE regarding the absence, further action might be taken to contact the student.
- **First Warning Letter - Attendance**
  - When a student's projected attendance in a study period reaches 90%, the '*First Warning Letter - Unsatisfactory Attendance*' will be emailed to the student's registered email address informing them of their current level of attendance, reminding them of their visa conditions and the need to see the Student Services/Academic Manager for possible intervention.
  - In this letter, the student is advised to schedule a meeting the Student Services Officer/Academic Manager to discuss the situation and possible outcomes.
  - The student and Student Services Officer/Academic Manager will address the reasons for non-attendance and put in place an intervention strategy to improve the student's attendance
  - The Student Services Officer Academic Manager will complete the *Intervention Support Plan* and note the details of the interview and negotiated intervention plan. The student and the Student Service Officer/Academic Manager will sign and date the plan.
  - The copies of the warning letter and Intervention Support Plan will be maintained in the student's files on RTOM.

- ***Final Warning Letter – Attendance***

- When projected attendance reaches 85%, the '*Final Warning Letter - Attendance*' will be emailed to students' registered email address informing them of their current level of attendance, reminding them their visa conditions and that they are at risk of not meeting attendance requirements of their visa.
- In this letter, the student is advised to schedule a meeting the Student Services Officer/Academic Manager to discuss the situation and possible outcomes.
- The student and Student Services Officer/Academic Manager will address the reasons for non-attendance and put in place an intervention strategy to improve the student's attendance. The Student Services Officer/Academic Manager will complete the Intervention Support Plan and note the details of the interview and negotiated intervention plan. The student and the Student Service Officer/Academic Manager will sign and date the plan.
- The copies of the warning letter and Intervention Support Plan will be maintained in the student's files on RTOM.

- ***Notification of Intention to Report – Attendance***

- Students with a projected attendance rate below 80% in a study period will be sent the '*Intention to Report – Unsatisfactory Attendance*' for breaching their visa conditions in accordance with the procedures in this policy and the NCVE's intention to report the student on PRISMS for unsatisfactory attendance.
- The notification will include advice that the student may appeal to the decision within 20 working days as specified in the letter.
- The notification will also advise:
  - who to contact if the student wishes to discuss the implications of their breach of the attendance requirements and the appeals process, for example, the Academic Manager or Student Services Officer.
  - that if lodging an appeal, it is the student's responsibility to clearly identify at that time all the information they hold or are aware of in support of their appeal.
- A copy of Letter of Intention to Report will be retained in the student file and sent to the Student Services Department.

***g) Intervention Strategy to identify and offer support to those students at risk of not meeting attendance requirements***

- Assisting students: Intervention meetings will be initially handled by Student Services staff.
- The student might be referred to the Academic Manager for counselling if required.
- The intervention strategy consists of the following:
  - Identifying the reason underlying poor attendance including but not limited to:
    - why have the students been absent and what support may be offered
    - compelling and compassionate circumstances (refer to Appendix 1 Compassionate and Compelling Circumstances Definition)
    - illness
    - issues with adjusting to Australian life
    - part time work in Australia is impacting on the student's attendance
    - any other reason including social issues.
  - Possible support actions include but are not limited to:
    - developing an individual learning contract with the class teacher in order to assist the student with attendance



- arranging individual sessions with the class teacher for the student to catch up on missed work at an additional cost to the student
  - assigning additional study for the student to undertake to study missed class work
  - identify required support services as per issues raised.
- Monitoring students:
  - Following agreement on the terms of the intervention plan, student attendance will be monitored in line with attendance monitoring procedure.
  - When an intervention student's attendance falls below thresholds mentioned previously, he/she will receive warning letters and/or notification of intention to report.
  - If required, Student Services might schedule regular meetings with the students.
- Recording intervention:
  - NCVE maintains records of all contact and counselling undertaken with overseas students who have been absent for 5 consecutive days or at risk of not attending at least 80% of the course contact hours to monitor and report unsatisfactory attendance on the student file and RTOM.
  - Documentation includes but is not limited to:
    - Formal notifications
    - Interview notes
    - Emails
    - The Intervention Support Plan

#### ***h) Reporting unsatisfactory attendance including student right to appeal***

NCVE complies with the requirements to report unsatisfactory attendance as follows:

- Where NCVE has assessed an overseas student as not meeting satisfactory attendance requirements, the student is provided with a written notice within 5 days which:
  - Notifies the overseas student that NCVE intends to report the overseas student for unsatisfactory attendance.
  - Informs the overseas student of the reasons for the intention to report
  - Advises the student of their right to access NCVE's Complaints and Appeals processes, in accordance with Standard 10 (Complaints and Appeals) within 20 working days.
- NCVE will only report unsatisfactory attendance in PRISMS in accordance with Section 19(2) of the ESOS Act and Standard 8 of the National Code 2018 if:
  - The internal and external complaints processes have been completed and the decision or the recommendation supports NCVE, or
  - The overseas student has chosen not to access the internal complaints and appeals processes within the 20 working day period, or
  - The overseas student has chosen not to access the external complaints and appeals process, or
  - The overseas student withdraws from the internal or external appeals processes by notifying NCVE in writing.
- NCVE may decide not to report an overseas student for falling below 80% attendance where the overseas student is still attending at least 70% of the scheduled course contact hours and the student is:
  - maintaining satisfactory course progress (for VET courses only)
  - provides genuine evidence of compassionate and compelling circumstances as per Appendix 1 - Compassionate and Compelling Circumstances definition (for ELICOS courses only).

**i) Reporting and Appeals Procedure**

- A student has 20 working days from the date of receipt of the Intention to Report – Unsatisfactory Attendance to lodge an appeal to NCVE.
- Appeals must be made in writing to NCVE using the *Appeals Form* available from Student Services and must include:
  - The reasons for non-attendance (supported by documentary evidence)
  - Any additional information in support of their case.
- Students who are lodging an appeal can request to appear before the Appeals Review Committee.
- Students may bring a support person with them to appeals meetings.
- The Appeals Review Committee will meet within 10 working days after the end of the appeal period. All reasonable measures will be taken to finalise the process as soon as practicable.
- The Committee will consider:
  - Whether the decision to report the student for unsatisfactory attendance was based on the correct procedures
  - Any mitigating circumstances advanced by or on behalf of the student; and
  - Whether the appeal should be upheld or dismissed.
- During the internal appeals process the student will remain enrolled in all courses and is required to continue to attend classes.
- Where the student has chosen not to access the appeals processes within the 20 working day period, or withdraws from the process, the Student Service Department will be notified, and the student's CoE will be cancelled on PRISMS.

**j) Outcomes of the Appeals Procedures**

- The student will be notified of the outcome of the internal appeals process within 10 working days of hearing the appeal.
- If the Appeals Review Committee determines that processes have not been appropriately followed, or that circumstances (e.g., extended illness) have prevented the student from attending, and if attendance has not fallen below the discretionary minimum allowed under Standard 8 of the National Code and the ESOS Act, it may uphold the appeal and not report the student's non-attendance on PRISMS. The student will be notified in writing that the appeal has been upheld.
- If the Appeals Review Committee determines that due process has been followed and that there are no mitigating circumstances, it will dismiss the appeal and advises the Student Services Department to issue the student with *Unsuccessful Appeal letter*.
- This final letter will outline the options to access NCVE's Complaints & Appeals procedures, specifically to engage the External Student Appeals agent, the Commonwealth Ombudsman, to lodge an external appeal.

**k) External Appeals**

- If the student is dissatisfied with the outcome of the Appeals Review Committee, the student has the right to refer his/her complaint and access external complaints processes such as the **Commonwealth Ombudsman** within 10 working days from the date advised in the 'Unsuccessful Appeal Letter' letter and must advise the Student Services Department in writing that the student has lodged an appeal.
- The use of the **Commonwealth Ombudsman is a free service for overseas students**.
- Students may choose their own external Student Appeals agent if they wish. Students should inquire about current fees when they contact the agent.
- After 10 working days, if the student has not lodged an external appeal or if the Student Services Department has not been notified of an external appeal, the student will then be reported through PRISMS.

- If the external complaint handling and/or appeal process results in a decision that supports the student, NCVE will immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome in writing.

#### **l) Notification of Reporting to DHA**

- NCVE will report the student to DHA using PRISMS if:
  - The overseas student has chosen not to access the internal complaints and appeals processes within the 20 working day period
  - The overseas student has chosen not to access the external complaints and appeals process
  - The overseas student withdraws from the internal or external appeals processes by notifying NCVE in writing
  - The internal and/ or external appeals process has been completed and the outcome is in NCVE's favour.
- Following reporting of the student on PRISMS, Student Services will see the student with a '*Notification of reporting to DHA - Unsatisfactory Attendance*'.
- This letter will advise the student to contact the Department of Home Affairs to seek advice on any potential impacts to their visa, including the need to obtain a new visa.

#### **m) Allowable extensions of course duration**

- NCVE will not extend the duration of the overseas student's enrolment if the overseas student is unable to complete the course within expected duration, unless:
  - There are compassionate or compelling circumstances, as assessed by NCVE on the basis of demonstrable evidence (refer to Appendix 1), or
  - NCVE has implemented, or is in the process of implementing, an intervention strategy for the overseas student because the overseas student is at risk of not meeting attendance requirements
  - An approved deferral or suspension of the overseas student enrolment has occurred under Standard 9 (deferring, suspending or cancelling a student's enrolment).
- If NCVE extends the duration of the student's enrolment, it will advise the student to contact the Department of Home Affairs to seek advice on any potential impacts to their visa, including the need to obtain a new visa.

#### **Appendix 1: Compassionate and Compelling Circumstances Definition**

'Compassionate or compelling' circumstances are generally those beyond the control of the overseas student and which have an impact upon the overseas 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 overseas student was unable to attend classes
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies; or
- a traumatic experience, which could include:

- involvement in, or witnessing of a serious accident; or
- witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports)
- where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

These are only some examples of what may be considered compassionate or compelling circumstances.

Registered providers should outline what is considered compassionate or compelling circumstances in their own policies and use their professional judgement to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, registered providers should consider documentary evidence provided to support the claim and should keep copies of these documents in the overseas student's file.

*(excerpt from Standard 8 Overseas Student Visa Requirements Guidance Note p.4)*

## Current Address Details

You must inform NCVE of any change to your contact details during your course, including residential address, email address or telephone number. This is a requirement of the Australian government.

***If you change your address, advise Student Services immediately. You must notify NCVE within 7 days of the change to your address or contact details. The Department of Home Affairs must be able to contact you at any time during your stay.***

If the Department cannot contact you, it is possible that your visa may be cancelled.

## Academic Progress

Condition 8202 of your student visa also requires you to maintain satisfactory course progress. If you have not achieved satisfactory course progress, NCVE must notify the Department of Home Affairs that you have breached this visa condition. This may have serious implications for your student visa and future study options in Australia.

If you are concerned about your ability to meet the requirements of your course, speak to your teacher or NCVE's Academic Manager. Academic assistance is available if required and support is provided to students to ensure that they can meet the requirements of their course.

Please refer to NCVE's *Monitoring Course Progress Policy & Procedure* below.

## Monitoring Course Progress Policy & Procedure

### Policy:

NCVE monitors overseas student's course progress for each course which the student is enrolled to ensure that the expected duration of study specified in the student's CoE does not exceed the CRICOS registered duration.

NCVE has processes to **identify, notify and assist** an overseas student at risk of not meeting course progress requirements, where there is evidence from the overseas student's assessment tasks, participation in tuition activities

or other indicators of academic progress in each study period.

This policy outlines requirements for the following:

- a) Informing students of course progress requirements
- b) Requirements for achieving satisfactory course progress
- c) Process for assessing and recording course progress
- d) Identifying students at risk
- e) Intervention strategy to identify and offer support to those students at risk of not meeting course progress requirements
- f) Intervention records
- g) Reporting unsatisfactory course progress including student right to appeal
- h) Allowable extensions of course duration

**Procedure:**

*a) Informing students of course progress requirements*

- NCVE clearly informs overseas students before commencement about requirements to achieve satisfactory course progress in each course level and study period through:
  - Student Handbook
  - Other sources of information including the college's website at [www.ncve.edu.au](http://www.ncve.edu.au)
  - Orientation program
  - Offer Letter & Written Agreement
- The Student Letter of Offer & Written Agreement requires the students to acknowledge and accept their obligation to maintain satisfactory course progress.
- At the time of initial enrolment, VET students are issued with information about their training program schedule which identifies the units required to be completed in each study period in order to complete the qualification within the normal duration as indicated on the student's CoE.
- ELICOS student orientation provides students with information about the 12-week duration of each course level and the requirement to complete each level within this timeframe.

*b) Requirements for achieving satisfactory course progress*

- For VET course, a study period is defined at two terms, each term consisting of 10 weeks duration.
- For ELICOS students, a study period is defined at 12 weeks, the typical time required for an ELICOS student to complete one General English level.
- To achieve satisfactory course progress, a VET student must be deemed competent in at least 50% of units of competency assessed during that study period.
- To achieve satisfactory course progress, an ELICOS student must have completed the summative assessment at Week 6 and Week 12 and achieved a result of 60% or higher in both summative assessments.

*c) Process for assessing and recording course progress*

NCVE uses the following strategies to assess and record course progress:

**VET Students:**

- At the end of each unit of study, all students undertake summative assessments to assess their competency. These scheduled assessment days are informed to students by the trainer on the first day of the unit.
- On scheduled assessment days, students attend assessment classes and complete and submit their assessments

online through their LMS account under supervision of a trainer.

- The assessments are assessed and graded by the trainer on the LMS. Following grading, students receive automated email from the LM, informing them of steps take if their result is 'Not Yet Competent'.
- If a unit of study has more than one assessment, the overall result is calculated based on the results of all assessment components. To be deemed Competent in a unit, students must be deemed satisfactory in all of the assessment components.

#### ELICOS Students:

- The ELICOS class teacher invigilates week six summative assessment tasks on the Friday of week 6
- Student results are recorded on individual student's 'Summative Test Record sheet
- Students failing to score 60% or higher are notified to the Academic Manager.

#### *d) Identifying students at risk*

##### VET Students:

- All VET students' academic progress is monitored at the following times in each 10 week study period:
  - Week 5
  - Week 10
  - Week 15
  - Week 20
- A VET student is identified as being "at risk" of not meeting satisfactory course progress requirements when the student:
  - has been deemed Not Yet Competent in one or more units of competency in a study period (of two 10-week terms)
  - is unable to complete a course within the expected duration of study as recorded on the student's CoE (after an intervention being put in place).

##### ELICOS students:

- An ELICOS student is identified as being "at risk" of not meeting satisfactory course progress requirements when the student:
  - has not achieved at least 60% in the Week 6 Summative assessment
  - is unable to complete a course within the expected duration of study as recorded on the student's CoE (after an intervention being put in place).

#### *e) Intervention Strategy to identify and offer support to those students at risk of not meeting course progress requirements*

- NCVE's intervention strategy is designed to identify, notify and assist students at risk of not meeting course progress requirements in sufficient time for those students to achieve satisfactory course progress. The aim of intervention is not to be punitive but to identify underlying reasons and solutions to overcome student lack of course progress.
- Procedures for intervention strategy include:
  - At the end of Week 5 (VET students) and Week 6 (for ELICOS students), Student Services will review the academic progress of all students and identify those students who are "at risk" of not meeting satisfactory course progress requirements (as defined above).
  - Students identified as being at risk will be sent the *First Warning Letter – Course Progress* by Student Services.

This letter requires the student to attend a course counselling interview with the Academic Manager to identify underlying problems and to implement an action plan to address course progress concerns.

- The action plan and recommendations of the Academic Manager will be approved by students' written consent and signature.
- If a student fails to attend a counselling interview within 14 days after receiving the first warning letter or fails to fulfil the requirements negotiated in the interview, the *Final Warning Letter – Course Progress* will be sent to the student requiring them to attend a course counselling interview with the Academic Manager.
- At the interview, the Academic Manager or Student Services Manager will discuss possible recommendations and complete an intervention strategy approved mutually agreed with the student.
- If a student fails to attend a counselling interview within 14 days after receiving the final warning letter or fails to fulfil the requirements negotiated in the interview, the *Intention to Report - Course Progress* will be sent to the student.
- If they wish, students must commence the appeal process within 20 days after receiving the letter of intention to report. If a student fails to start appeal process within 20 days after receiving the intention to report, they will be reported to Department of Education and the Department of Home Affairs as soon as practical following the appropriate PRISMS process.
- Student Services is responsible for monitoring student attendance at progress monitoring meetings

Support strategies to assist students identified as 'at risk' include:

- Identifying the underlying reasons for poor course progress including but not limited to:
  - why have the students been unsatisfactory in their assessments and what support may be offered
  - compelling and compassionate circumstances (refer to Appendix 1 Compassionate and Compelling Circumstances Definition)
  - illness
  - Issues with adjusting to Australian life
  - Part time work in Australia is impacting on the student's attendance and course progress
  - any other reason including social issues
- Possible support actions include but are not limited to:
  - arranging individual sessions with the class teacher for the student to catch up on missed work at an additional cost to the student
  - assigning additional study for the student to undertake to study missed class work and incomplete assessments
  - identify required support services as per issues raised
  - referring students to external counselling services
- The implementation of the student's Individual Support Plan will be monitored by the Student Services (or the Academic Manager).
- VET Trainers or ELICOS teachers may report progress developments to the Academic Manager, where appropriate
- If the student still does not achieve satisfactory course progress through intervention based on not making an effort and the Academic Manager's evaluation and comments, the student will receive further warning letters and/or be reported on PRISMS for unsatisfactory course progress.

#### f) *Intervention records*

- NCVE maintains records of all contact and counselling undertaken with overseas students to monitor and report unsatisfactory academic progression.
- Intervention records included:
  - Email notifications to students including:
    - Formal warning letter notifications
    - Intervention meeting set up and reminders
  - Intervention Support Plan – this is the formal document used to record:
    - Reasons provided by the student for poor progress
    - The Support Services provided to the student at time of interview or as follow up to the intervention meeting
    - The intervention plan mutually agreed between the student and Student Services/ Academic Manager
    - Signatures and dates of all parties as evidence of agreement with the intervention support plan.
- In addition, to ensure that students' intervention meetings are monitored and recorded efficiently, the following procedures must be followed:
  - Once a student attends a meeting as part of intervention, the details of the meeting are recorded on a hard copy of the Intervention Support Plan.
  - Follow up intervention support meetings must be scheduled.
  - These follow up meetings must be scheduled in the Student Management System RTOM,
  - Automated emails are sent to the student one day before the meeting as a reminder/
  - If a student does not attend a scheduled meeting at the end of the scheduled day, Student Services sends them an email reminding them of the need to attend the meeting and to contact Student Services for schedule an alternative meeting time.

*g) Reporting unsatisfactory course progress including student right to appeal* NCVE complies with the requirements to report unsatisfactory course progress as follows:

- Where NCVE has assessed an overseas student as not meeting course progress after sending warning letters and implementing an intervention strategy, the student is provided with a written notice within 10 working days which:
  - notifies the overseas student that NCVE intends to report the overseas student for unsatisfactory course progress
  - Informs the overseas student of the reasons for the intention to report
  - Advises the student of their right to access the College's complaints and appeals process, in accordance with Standard 10 (Complaints and Appeals) within 20 working days
- NCVE will only report unsatisfactory course progress in PRISMS in accordance with section 19(2) of the ESOS Act if:
  - the internal and external complaints processes have been completed and the decision or the recommendation supports NCVE, or
  - the overseas student has chosen not to access the internal complaints and appeals processes within the 20 working day period, or
  - the overseas student has chosen not to access the external complaints and appeals process, or
  - the overseas student withdraws from the internal or external appeals processes by notifying NCVE in writing.

*h) Allowable extensions of course duration*



### Conditional Successful Appeals:

- NCVE may grant students successful outcome of the appeal made against intention to report with the condition of maintain satisfactory course progress in linewith the intervention plan. Conditional successful appeals might be granted in the followingcircumstances:
  - It is possible for the student to maintain course progress within the remaining duration of their enrolment, through attending extra class hours or other conditions agreed in the intervention support plan; and
  - The student has genuine intention to maintain course progress and finish thecourse within expected duration.
- If a student cannot satisfy the above conditions for a conditional successful appeal the student will be reported to the Department of Home Affairs without no further warning letters.
- Allowable extensions of course duration:

NCVE will not extend the duration of the overseas student's enrolment if the ~~overseas~~ student is unable to complete the course within expected duration, unless:

  - There are compassionate or compelling circumstances, as assessed by NCVE on the basis of demonstrable evidence (refer to Appendix 1), or
  - NCVE has implemented, or is in the process of implementing, an intervention strategy for the overseas student because the overseas student is at risk of not meeting course progress requirements, or
  - An approved deferral or suspension of the overseas student enrolment has occurred under Standard 9 (deferring, suspending or cancelling a student's enrolment)
- If NCVE extends the duration of the student's enrolment, NCVE will advise student to contact immigration to seek advice on any potential impacts to their visa, including the need to obtain a new visa.

## Qualifications to be issued

When you complete all assessment requirements for your qualification, you will get Australian Qualification Framework (AQF) documents for your completed course. Your AQF documents will include:

- **A Testamur** – this lists the qualification that you have completed
- **A Record of results:** This is a list of the units of competency you have completed in your qualifications

If you have only completed part of a qualification, you will be awarded a **Statement of Attainment**. This document will show all the units of competency they have completed.

NCVE will issue all AQF qualifications and statements of attainment within 30 days of you completing your course.

You are entitled to a formal Testamur and Record of Results or Statement of Attainment at no cost to you. You are also entitled to these documents if you withdraw, cancel or transfer from your course before you complete your qualification, provided that you have paid in full for the tuition related to the units of competency to be shown on the Statement of Attainment

## Holidays

For all NCVE English courses, holidays can only be taken after your course has finished. For NCVE VET qualification courses, students are able to take holidays during term breaks.

If you require leave during your course for compassionate or compelling reasons such as illness or death in the family, you will need to apply for leave using the *Application to Defer, Suspend, Withdraw or Cancel Enrolment Form*. This form can be found on the NCVE International website at <http://ncve.edu.au/international/forms/>. If you have any questions about leave, please contact NCVE Student Services.

## Student Rights

NCVE ensure that all enrolled students will:

- receive quality education, training and assessment that meets the requirements of the National Code for ELICOS courses and the NVR Standards for its VET courses;
- receive the education, training and support necessary to enable satisfactory academic progress and so that competency is achieved;
- Issue AQF certificates and Statements of Attainment on successful completion of our VET courses and Certificates for Completion of ELICOS courses;
- have access to our consumer protection policies and procedures, including an identified Consumer Protection Officer and our Complaints and Appeals Processes
- receive a refund for services not provided in the event of the training program being terminated early or if the agreed services are not provided either by ourselves or by a third party delivering on our behalf;
- have their personal information protected in accordance with the National Privacy Principles and have access to that information on request;
- be fully informed of fees and charges to complete their course, including charges for equipment and materials;

- be provided with sufficient information regarding the requirements of the course and assessment to enable them to make an informed decision regarding enrolment in the course;
- be provided with a safe training environment free from harassment and discrimination.

### **Student Code of Conduct**

Students will be subject to suspension and/or expulsion at the absolute discretion of NCVE (subject to natural justice, and except as otherwise implied by law) for persistent and/or serious infringement of the student code of conduct. Under NCVE's Student Code of Conduct, all students **must**:

- provide true and accurate information to NCVE;
- follow the reasonable directions of college staff;
- always behave in an ethical and responsible manner;
- not behave in any way that might intimidate, threaten, harass or embarrass other students or staff;
- not use or distribute prohibited drugs and alcohol on college premises or during college hours – to do so will result in immediate suspension or expulsion from the school, without exception;
- be punctual to class, meet attendance requirements and meet all assessment deadlines;
- not cause wilful damage to college and/or other students' property.
- not engage in misconduct (either general or academic), or pose/present an unacceptable medical, physical, or moral threat to the well-being of others
- not be convicted of any criminal offence whilst a student with the College
- immediately report any WHS concerns or incidents and follow any WHS related instructions;
- not swear on college campuses, within class or outside of class time; and
- not breach their visa conditions.

*Failure to adhere to this Student Code of Conduct may result in suspension or expulsion from the College.*

### **Academic misconduct**

NCVE students are expected to make every effort to provide original work, must not copy the work of others. Plagiarism can be avoided by using accurate referencing. Plagiarism is using more than 10 per cent of a source. Plagiarism has been defined as “the copying of sections of any published work without acknowledging the source”.

Cheating is defined as:

- Handing in someone else's work as your own (with or without the original authors knowledge);
- Allowing someone to hand up your work as his or her own;
- Several people writing an assignment and handing up multiple copies, all represented (implicitly or explicitly) as individual work;
- Using any part of someone else's work without proper acknowledgement; and
- Copying another student's work during exam conditions.

Academic misconduct means:

- Presentation of data with respect to analytical or other work that has been copied, falsified or in other ways obtained improperly;
- Inclusion of material in individual work that has involved significant assistance from another person, where such assistance is not permitted;
- Aiding a student in the presentation of individual work, where such assistance is not permitted;
- Falsification or misrepresentation of academic records;

- Plagiarism, as defined above; and
- Other actions not covered by the above clauses that may be judged to be acts of academic misconduct.

## **Consumer Protection Policy**

NCVE is aware of its obligations to provide consumer protection for all students as designated in the Competition and Consumer Act 2010, the NSW Fair Trading Act 1987 and the Standards for RTOs 2015. NCVE ensures that its customers are fully protected and are aware of their rights and of avenues of complaint as described in its Complaints & Appeals Policy and Procedure - see below for more information.

NCVE is committed to ethical marketing practices; we will not undertake marketing that is misleading, deceptive or of unconscionable conduct and will take extra care when marketing to vulnerable consumers who may be less able to understand what they are signing up for.

We understand that Australian Consumer Law applies to the following services across all education and training services, including:

- advertising, marketing and promotion
- soliciting and taking enrolments
- training course delivery
- student assessment
- handling of complaints by RTO and CRICOS providers
- requests to cancel a student's enrolment.

Contact details for the Consumer Protection Officer at NCVE are as follows:

**Jill Millard**

Director of Training

[jill.millard@ncve.edu.au](mailto:jill.millard@ncve.edu.au)

## **Complaints and Appeals Policy and Procedure**

### **Purpose:**

This policy and procedure outline the processes undertaken by the National College of Vocational Education (NCVE) for receiving and responding to complaints or appeals. The policy and procedure also meet the requirements of:

- *Standards for RTOs 2015, Standard 6*
- *National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 10.*

### **Scope**

This policy and procedure apply to students, employees, third parties acting on behalf of NCVE and members of the public who engage with the College.

### **Definitions:**

**Complaint:** a statement from a person (the complainant) that a product or service or action is unsatisfactory or unacceptable. Examples of complaints include, but are not limited to:

- student services support received by students
- training and assessment delivered by trainers/assessors
- assessment outcomes
- services provided by education agents acting on behalf of the college

**Appeal:** A request by a person (the appellant) to reverse a decision made about that person. Examples of when a person could submit an appeal include, but are not limited to:

- a complaint not being substantiated
- a decision to cancel a student's enrolment because of not meeting attendance, course progress or course fees payment requirements
- assessment decisions made by a trainer/assessor

### **Policy:**

- NCVE will ensure that its complaints and appeals processes ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process.
- NCVE's complaints and appeals processes are publicly available on the College's website and detailed in the Student Handbook provided to all enrolled students.
- Complaints and appeals will be acknowledged in writing via email within 2 working days of receipt of the complaint or appeal.
- NCVE notifies students of further consumer rights that may be applicable by including the following statement in the Complaint Form and Appeal Form: *'I understand that use of NCVE's Complaints & Appeals processes does not remove my right to take action under Australia's consumer protection laws'*.
- Where possible, the outcome of a complaint and appeal will be resolved in the earliest possible time frame. NCVE will endeavor to finalise a complaint within 21 days from the date of receipt of the complaint or appeal.
- The complainant or appellant will have the opportunity to meet with NCVE representative(s) to present their case. The complainant or appellant may bring a support person to any such meeting.
- NCVE may ask the complainant or appellant to supply additional documentation to support their complaint or appeal.
- The outcome of any complaint or appeal will be communicated to the complainant or appellant in writing within 10 working days of decision. All complaints and appeals will, where practicable, be finalised within 60 days of receipt.
- If a complaint or appeal cannot be finalised within 60 days, the complainant or appellant will receive regular updates on the progress of the complaint or appeal.
- NCVE will provide the option for review by an appropriate independent party at the request of the individual making the complaint or appeal if the process fails to resolve the complaint or appeal.
- NCVE will securely maintain records of all complaints and appeals and their outcomes.

- If a complaint or appeal is substantiated in part or in full, NCVE will identify the potential cause of the complaint or appeal and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

## **Procedure – Complaints:**

### *Informal Complaint Resolution*

- In the first instance, an informal attempt is made to resolve a complaint.
- The complainant is encouraged to raise their concerns directly with the relevant party to resolve the complaint, for example, Student Services, a Trainer, Academic Manager or CEO.
- A written record is recorded of such informal complaints.
- Relevant personnel are informed of the informal complaint and corrective action is taken, where appropriate, to eliminate or mitigate the likelihood of reoccurrence.

### *Formal complaints:*

- Formal complaints must be submitted in writing using the *Student Complaint Form* available from the college's website.
- The Student Complaint Form requests that the complainant submit supporting documentation to support their complaint.
- The Student Complaint Form and supporting documentation may be submitted to the college by hand or by email to [reception@ncve.edu.au](mailto:reception@ncve.edu.au)
- The Student Services Department sends the complaint documentation to the Academic Manager via email immediately on receipt from the complainant.
- The Academic Manager will acknowledge receipt of the complaint within two working days of receipt of the complaint from Student Services.
- The Academic Manager will also advise the complainant that the College will endeavour to finalise the complaint within 21 working days from receipt of the complaint from the complainant and that additional support documentation may be requested from the complainant while the complaint is being investigated.
- The Academic Manager will commence assessment of the complaint within 10 working days of it being made.
- The assessment of the complaint will be conducted in a professional, fair, and transparent manner.
- The Academic Manager will investigate the complaint. Investigation of the complaint may include, but is not limited to the following:
  - review of supporting documentation submitted by the complainant
  - interviews with other parties that may be the subject of the complaint
  - review of documentation relating to the complaint, for example, completed assessments, student records, written communications
  - interview with the complainant; the complainant will be contacted to arrange a suitable meeting time and advised that they may bring a support person to this meeting.
- The Academic Manager will document all matters discussed at meetings with the complainant or any other parties involved during the investigation of the complaint.
- Once finalised, the Academic Manager will ensure the complainant is given a written statement of the outcome of the complaint, including detailed reasons for the outcome.
- The Academic Manager will advise the complainant of the complaint outcome within 10 working days of concluding the complaint review.

- When advising the complainant of the outcome of the complaint, the Academic Manager will also advise the complainant of their right to access an external complaint handling process at minimal or no cost to the student.
- The complainant will also be advised that they must exhaust NCVE's complaints and appeals handling processes before accessing the external appeals handling process.
- The Academic Manager will also give the complainant the contact details of the appropriate complaints handling body.
- For the purposes of this policy and procedure, the external complaints handling body is the Commonwealth Ombudsman.
- Information about submitting a complaint to the Commonwealth Ombudsman may be viewed at <https://www.ombudsman.gov.au/How-we-can-help/overseas-students>
- The complainant will also be advised that, if they wish to appeal the complaint outcome, they must do so within 20 working days of receipt of being notified in writing of the complaint outcome.
- If the internal or any external complaints handling or appeal process results in a decision or recommendation in favour of the complainant, NCVE will immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision and advise the overseas student of that action.
- The Academic Manager will record the nature and outcome of the complaint in the Complaints Register.

#### **Procedure – Appeals:**

- Appeals must be submitted in writing using the *Student Appeals Form* available from the College's website.
- The Student Appeals Form requests that the complainant submit supporting documentation to support their complaint.
- The Student Appeals Form and supporting documentation may be submitted to the college by hand or by email to [reception@ncve.edu.au](mailto:reception@ncve.edu.au)
- The Student Services Department sends the appeal documentation to the Academic Manager via email immediately on receipt from the complainant.
- The Academic Manager will acknowledge receipt on the appeal within two working days of receipt of the appeal from Student Services.
- The Academic Manager will also advise the appellant that the college will attempt to finalise the appeal within 21 working days from receipt of the appeal from the appellant and that additional support documentation may be requested from the appellant while the appeal is being investigated.
- The Academic Manager will commence assessment of the appeal within 10 working days of it being submitted to the College.
- The assessment of the appeal will be conducted in a professional, fair and transparent manner.
- The Academic Manager will investigate the appeal. Investigation of the appeal may include, but is not limited to the following:
  - review of supporting documentation submitted by the appellant
  - interviews with other parties that may be the subject of the appeal
  - review of documentation relating to the appeal
  - interview with the appellant; the appellant will be contacted to arrange a suitable meeting time and advised that they may bring a support person to this meeting

- The Academic Manager will document all matters discussed at meetings with the appellant or any other parties involved during the review of the appeal.
- Once finalised, the Academic Manager will ensure the appellant is given a written statement of the outcome of the appeal, including detailed reasons for the outcome.
- The Academic Manager will advise the appellant of the appeal outcome within 10 working days of concluding a review of the appeal.
- When advising the appellant of the outcome of the appeal, the Academic Manager will also advise the complainant of their right to access an external appeal handling process at minimal or no cost to the student.
- The Academic Manager will also be given the appellant the contact details of the appropriate complaints handling body.
- For the purposes of this policy and procedure, the external appeals handling body is the Commonwealth Ombudsman. Information about submitting an appeal to the Commonwealth Ombudsman may be viewed at <https://www.ombudsman.gov.au/How-we-can-help/overseas-students>
- If the internal or any external appeal process results in a decision or recommendation in favour of the appellant, NCVE will immediately implement the decision or recommendation and/or take the preventative or corrective action required by the decision and advise the appellant of that action.
- The Academic Manager will record the nature and outcome of the appeal in the Appeals Register.

### **Enrolment Variation - Deferment, Suspension and Cancellation**

*Deferment:* The student has enrolled in a course but wishes to postpone their commencement date.

*Suspension:* The student has commenced their course, and they wish to suspend their studies for a specified period of time.

*Discontinuation/ cancellation:* The student is currently studying and wishes to withdraw completely ending their enrolment.

*Transfer:* The student wishes to end their studies at one training provider or in one course and transfer to another provider or course.

*Extension:* The student is unable to complete their course by the agreed course end date and wishes to add additional time to complete their course.

NCVE assesses and records all deferments, suspensions or cancellations of study making sure that students are informed of their rights. NCVE will only suspend or defer a student's enrolment on the grounds of:

- Compassionate and compelling circumstances; or
- Misbehaviour by the student.

NCVE is committed to full compliance with the requirements and its procedures and guidelines for reporting international students in accordance with the requirements of the National Code 2018 and all other relevant legislative and regulatory requirements which relating to reporting students.

Students may have their enrolments cancelled and be reported to DHA via PRISMS for:

- Non-commencement of studies



- Failure to pay course fees and charges
- Unsatisfactory academic progress
- Unsatisfactory attendance
- Early completion of a course
- Approved Leave of Absence for which there is no established date for the student's return to studies
- Serious breaches of NCVE's Student Code of Conduct covering both academic and general behaviour
- Behaviour deemed to be a serious threat to the health and safety of themselves and/or others (staff, trainers and/or students) whilst studying at NCVE.

Students may apply for a deferment of commencement of their studies on the basis of compassionate and compelling circumstances that will prevent them commencing on their scheduled start date.

Students may apply for a temporary suspension of their studies on the basis of compassionate and compelling circumstances that will prevent them attending normal classes for a significant period of time.

NCVE may temporarily suspend a student's enrolment for misbehaviour – serious breaches of the Student Code of Conduct covering both academic and general behaviour.

### **Enrolment Variation procedures**

This procedure outlines NCVE's requirements for the following:

- a) Conditions for deferral, suspension or cancellation of overseas student enrolments
- b) Effect on the overseas student's Confirmation of Enrolment (CoE) and Student Visa
- c) Student-initiated deferrals, suspensions or cancellation of enrolment
- d) Process for applying for student-initiated deferral, suspension or cancellation of enrolment
- e) Provider-initiated deferrals, suspensions or cancellation of enrolment
- f) Process for applying for student-initiated deferral, suspension or cancellation of enrolment

#### **a) Conditions for deferral, withdrawal, suspension or cancellation of overseas student enrolments**

NCVE ensures it:

- Implements a documented process for assessing, approving and recording a deferment of the commencement of study or suspension of study requested by an overseas student, including maintaining a record of any decisions
- Defers or suspends the enrolment of a student if it believes there are compassionate or compelling circumstances (See Appendix 1 for definition)
- suspends or cancels a student's enrolment as a result of, but not limited to:
  - Misbehaviour by the student
  - Failure to pay an amount they are required to pay to undertake or continue the course as stated in their written agreement
  - A breach of course progress or attendance requirements by the overseas student, which must occur in accordance with Standard 8 of the National Code 2018 - Overseas student visa requirements
- When NCVE initiates a suspension or cancellation of the overseas student's enrolment, before imposing a suspension or cancellation, NCVE will:

- inform the overseas student of NCVE's intention and the reasons for doing so, in writing
- advise the overseas student of their right to appeal through the internal complaints and appeals process, in accordance with Standard 10 of the National Code, 2018, within 20 working days of the notice of intention to suspend or cancel
- When a deferral, suspension or cancellation action occurs, NCVE must:
  - Inform the overseas student of the need to seek advice from the Department of Home Affairs on the potential impact on his or her student visa
  - Report the change to the overseas student's enrolment under section 19 of the ESOS Act
- The suspension or cancellation of the overseas student's enrolment under Standard 9.3 will not take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk
- NCVE notifies the Department of Education through PRISMS
- NCVE maintains a record of all decisions to defer or suspend an overseas student's enrolment in the student management system and student's file.

## **b) Effect on Confirmation of Enrolment (CoE) and Visa**

NCVE ensures it:

- Informs overseas students that deferring, suspending or cancelling their enrolment on any grounds may affect their student visa
- Makes clear that under Standard 10 of the National Code 2018, there are three possible outcomes for an overseas student's CoE:
  1. NCVE notifies the Department of Education through PRISMS that they are deferring or suspending an overseas student's enrolment for a period without affecting the end date of the CoE
    - There will be no change to the CoE on PRISMS – the overseas student will still be listed as studying
    - The notice of deferment or suspension will still be recorded in PRISMS
  2. NCVE notifies the Department of Education through PRISMS that they are deferring or suspending an overseas student's enrolment for a period which will affect the end date of the CoE:
    - PRISMS will cancel the original CoE and immediately offer NCVE the opportunity to create a new CoE with a more appropriate end date
    - In the event that NCVE does not know when the overseas student will return, it will not create a new CoE, but to wait until the overseas student has notified NCVE of the intended date of return before creating a new CoE
  3. NCVE notifies the Department of Education through PRISMS that it wishes to permanently cancel/terminate the overseas student's enrolment:
    - Once this process is complete, the overseas student's CoE status will be listed as 'cancelled'
    - In the event the overseas student is under the age of 18, the cancellation of a CoE does not cancel a Confirmation of Appropriate Accommodation and Welfare (CAAW), and NCVE is still responsible for welfare arrangements until one of the conditions of Standard 5.6 are met

- Makes clear that regardless of the reason, if an overseas student's enrolment is deferred or suspended, the period of suspension of enrolment as entered in PRISMS will not be included in attendance monitoring calculations.

#### **b) Student-initiated deferrals, suspensions or cancellations of their enrolment**

NCVE ensures:

- Withdrawal requests are assessed individually in accordance with policies and procedures. The college may approve students' withdrawal requests, if:
  - There are compassionate or compelling circumstances
  - Student is returning home country for good
  - Student has been granted another visa other than student visa
- In all cases, it assesses all requests based on evidence provided by the student.
- Defers or suspends the enrolment of an overseas student if there are compassionate or compelling circumstances
- Assesses the deferral of commencement of study or suspension in accordance with documented procedures for assessing and approving changes to enrolment
- Accepts compassionate or compelling circumstances as generally those beyond the control of the overseas student and which have an impact upon the overseas student's course progress or wellbeing
- Compassionate or compelling circumstances could include, but are not limited to:
  - Serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes;
  - Bereavement of close family members such as parents or grandparents where a death certificate must be provided;
  - Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies;
  - A traumatic experience, which could include:
    - involvement in, or witnessing of a serious accident; or
    - witnessing or being the victim of a serious crime, and this has impacted on the overseas student
    - these cases must be supported by police or psychologists' reports
  - inability to begin studying on the course commencement date due to delay in receiving a student visa
- When determining whether compassionate or compelling circumstances exist, NCVE considers documentary evidence provided to support the claim, and maintains copies of these documents in the overseas student's file.

#### **d) Process for implementing student-initiated deferral, suspension or cancellation of enrolment**

NCVE ensures that procedures for processing deferral, suspension and cancellation requests are in place:

- Assessment of requests:
  - Students need to complete the *Enrolment Variation Form* along with other supporting documents.
  - Students need to pay relevant fees, if applicable

- Student submits the completed Enrolment Variation Form to Student Services. The request will be assessed by the College based on the evidence provided.
- Approval or Rejection:
  - NCVE will inform the student of the outcome of the application within 10 working days after receiving the application using either the:
    - *Enrolment Variation Request - GRANTED* email template
    - *Enrolment Variation Request – REFUSED* email template
  - If the application is approved, the student will be notified of the approval and any other actions, such as change in CoE or course time, which need to be implemented
- Recording requests and outcomes:
  - All deferral, suspension or cancellation requests and outcomes of approval or rejection are recorded in shared folder on NCVE's database and individual student folders.

#### e) **Provider-initiated deferrals, suspensions or cancellations of enrolment**

NCVE ensures:

- An overseas student's enrolment may be suspended or cancelled on the basis of, but not limited to:
  - Misbehaviour by the overseas student;
  - Overseas student's failure to pay the required amount to undertake or continue the course as stated in the written agreement; or
  - Any breach of course progress or attendance requirements by the overseas student
- NCVE will send the student a *Notice of Intention to Report* via email specifying the reason for the intention to report, for example, unsatisfactory attendance, non-payment of course fees.
- For any deferral, suspension or cancellation of enrolment initiated by NCVE, the overseas student will:
  - Be given a notice of intention to report
  - Provided with 20 working days to access NCVE internal complaints and appeals process: This applies even if an overseas student's misbehaviour is grounds for immediate expulsion, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk
- NCVE may proceed with the deferral, suspension, or cancellation after the internal complaints handling and appeals process has been completed such as:
  - misbehaviour
  - non-payment
- NCVE will wait for both the internal and external complaints handling and appeals processes to be completed in the case of:
  - course progress breaches and/or
  - attendance breaches
- The overseas student may not be given the opportunity to appeal a provider-initiated deferral, suspension or cancellation of enrolment when the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk
- In the event the overseas student is not given an opportunity to appeal, NCVE will maintain evidence to support this when the overseas student:
  - Refuses to maintain approved care arrangements, if they are under 18 years of age;

- Is missing;
- Has medical concerns, severe depression or psychological issues which leads to fear for the overseas student's wellbeing;
- Has engaged or threatens to engage in behaviour that is reasonably believed to endanger the overseas student or others; or
- Is at risk of committing a criminal offence

**f) Process for implementing provider-initiated deferral, suspension or cancellation of enrolment**

NCVE ensures:

- Assessment of cases:
  - The cases are assessed based on the type of deferral, suspension or cancellation.
  - Cases of non-payment will be assessed and handled by marketing officers and account team
  - Cases of misbehaviour and breach of visa conditions will be assessed by the Academic Manager in accordance with the relevant NCVE policies and procedures.
- Approval of the cases:
  - The Academic Manager and/ or the CEO will be responsible for approving deferrals, suspensions or cancellations initiated by NCVE.
- Recording:
  - All deferral, suspension or cancellation decisions are recorded in shared folder on NCVE database and individual student folders.

**Fees and Refunds Policy & Procedure**

**Policy**

NCVE is committed to ensure that fair and equitable policies and procedures are in place regarding refunds of monies paid to the college including when a refund is applicable due to course cancellation. This policy applies to all course monies paid to both NCVE and an education agent to be remitted to the college.

This policy outlines NCVE's requirements for the following:

- n) Provision of information
- o) Payment of course fees
- p) Refund conditions:
  - i. Visa refusal
  - ii. Student default
  - iii. Provider default
- q) Refund Amounts
- r) Demi Pair Program
- s) Process for claiming a refund
- t) Compassionate and compelling reasons
- u) Consumer rights

**Procedure**

- a) Provision of information:

NCVE provides information to students about fees and refunds using the following mechanisms:

- The Student Handbook:
- The college website at [www.ncve.edu.au](http://www.ncve.edu.au)
- The student's Letter of Offer and Written Agreement
- 

The student's Letter of Offer & Written Agreement provides the following fee-related information:

- tuition fees including a schedule of fees due including due dates
- non-tuition fees
- advice that fees may change over the duration of a course and that NCVE reserves the right to change such fees.

The Student Handbook is the primary source of NCVE's policies and procedures including the Fees and Refunds Policy and Procedure. Policies and procedures may also be accessed on the college website.

Students must acknowledge that they have read and understood the Student Handbook and the terms and conditions of the Written Agreement, including information about fees, cancellations and refunds before their application for enrolment is accepted by NCVE.

#### b) Payment of course fees

- After submission of the Application Form and evidence of eligibility, NCVE approves the prospective student for enrolment.
- NCVE issues a Letter of Offer & Written Agreement which provides information about:
  - total tuition fee
  - non-tuition fees applicable
  - initial deposit due (including first installment and applicable non-tuition fees)
  - installment payments and due dates
- The Offer Letter & Written Agreement is accompanied by a student invoice detailing the initial payment due.
- Following payment of the initial deposit, NCVE will issue the student with a Confirmation of Enrolment (CoE) to confirming their enrolment in their chosen course of study at NCVE.
- NCVE issues students with an invoice four weeks in advance of each installment payment date.
- Payments may be made to NCVE by:
  - Bank Cheque
  - Credit Card (card payment fees apply)
  - Visa Debit /MasterCard Debit (card payment fees apply)
- NCVE do not accept cash payments.

#### c) Refunds conditions

##### *i. Visa refusal*

- If a student's visa application to study in Australia is refused by the Department of Home Affairs (DHA) because of reasons considered unlawful by the DHA, including but not limited to fraudulent, and/or forged documents, and/or incomplete and/or incorrect information, no refund whatsoever of any money paid to NCVE will be made. The reasons on visa refusal letter will be taken into consideration to determine whether refusal is due to unlawful reasons.
- If a visa application is refused by DHA before or after the course commences because of reasons other than those described above, NCVE will process a refund request in accordance

with the *Australian Government Education Services for Overseas Students (Calculation of Refund) Specification 2014*. The application for a refund must be made in writing to NCVE together with a copy of visa rejection notification from the relevant Australian High Commission/DHA.

- In any case of visa refusal, Administration Fee of \$300 will be applied by NCVE.
- In all cases of visa refusal, the following fees are non-refundable:
  - enrolment fee
  - airport transfer fee
  - CoE issuance fee
  - credit card transaction fee
  - accommodation placement fee
- If Overseas Student Health Cover has been paid to NCVE, it will be refunded in full within 28 days if the visa application is refused prior to commencement of the course.

#### ii. Student default

- No refund of tuition fees will be made if a student's enrolment is cancelled for any of the following reasons:
  - The course starts on the agreed starting day, but the student does not attend classes on the agreed start day
  - Notification of cancellation by the student less than 7 days prior to course commencement
  - Failure to maintain satisfactory course progress
  - Failure to maintain satisfactory attendance
  - Failure to pay course fees
  - Any behaviour identified as resulting in enrolment cancellation as outlined in NCVE's student Code of Conduct
- A \$300 Administration Fee will be applied to all student-initiated course cancellations.
- In all cases where a refund is payable due to Student Default, the enrolment fee, CoE issue fee, credit card transaction fee, airport pick-up fee and accommodation placement fee are not refundable.

#### iii. Provider default

- NCVE reserves its right to cancel a course and/or enrolment prior to commencement date. If NCVE cancels a course prior to commencement date, the student cannot commence a course on agreed date and/or cannot deliver a course in full, these cases will be classified as Provider Default.
- Situations where a provider default may occur include:
  - The course does not start on the agreed starting date which is notified in the Offer Letter & Written Agreement
  - The course stops being provided after it starts and before it is completed
  - The course is not provided in full to the student because NCVE has a sanction imposed by a government regulator
- In all cases of Provider Default, the following fees are non-refundable:
  - enrolment fee
  - airport pick-up fee
  - CoE issuance fee
  - credit card transaction fee
  - accommodation placement fee
- In the unlikely event that NCVE is unable to deliver a course in full, the student will be offered a refund in accordance with the *Education Services for Overseas Students (Calculation of Refund) Specification 2014* which outlines minimum payment requirements in these circumstances.

- Refunds will be paid to students within 30 days of the default day.
- Alternatively, the student may be offered enrolment in an alternative course by NCVE at no extra cost to the student.
- The student has the right to choose between a refund as outlined above, or to accept a place in another course. If the student agrees to accept an alternative (replacement) course or part of a course, to be provided to the student at NCVE's expense, then NCVE is relieved of its liability to make the payment.
- The student must advise NCVE in writing whether or not they agree to the alternative arrangement.
- If NCVE is unable to provide a refund or place the student in an alternative course, the Tuition Protection Service (TPS) will place the student in a suitable alternative course at no extra cost to the student.
- If The TPS cannot place the student in a suitable alternative course, the ESOS Assurance Fund Manager will attempt to place the student in a suitable alternative course or, if this is not possible, the student will be eligible for a refund as calculated by the Fund Manager.
- In all cases where a refund is payable due to Provider Default, the enrolment fee, CoE issue fee, credit card transaction fee, airport pick-up fee and accommodation placement fee are not refundable.

#### d) Refunds amounts

Refund Amounts Table	
Student Default	
If cancelled:	Amount to be refunded
<ul style="list-style-type: none"> <li>• more than 28 days prior to the commencement of the course</li> </ul>	<ul style="list-style-type: none"> <li>• 70% of tuition fees and material fees paid</li> </ul>
<ul style="list-style-type: none"> <li>• between 28 – 7 days prior to the commencement of the course</li> </ul>	<ul style="list-style-type: none"> <li>• 50% of tuition fees and material fees paid</li> </ul>
<ul style="list-style-type: none"> <li>• less than 7 days prior to the commencement of the course</li> </ul>	<ul style="list-style-type: none"> <li>• No refund</li> </ul>
A \$300 Withdrawal Application Fee will be applied to refunds for student initiated course cancellations	
Visa refusals	
Visa refusal reason:	Amount to be refunded
<ul style="list-style-type: none"> <li>• fraudulent, forged documents or incorrect information</li> </ul>	<ul style="list-style-type: none"> <li>• no refund</li> </ul>
<ul style="list-style-type: none"> <li>• reasons other than fraudulent, forged documents or incorrect information</li> </ul>	<ul style="list-style-type: none"> <li>• full refund less Enrolment fee</li> </ul>
An additional \$300 Administration Fee will be applied to refunds for visa refusals	
Provider Default	
<ul style="list-style-type: none"> <li>• For all Provider Default reasons</li> </ul>	<ul style="list-style-type: none"> <li>• Refund in accordance with <i>Education Services for Overseas Students (Calculation of Refund) Specification 2014</i></li> </ul>

#### e) Demi Pair Program

- The student must enter into a written agreement with the Demi Pair placement agency, Australian Demi Pairs, by completing the Australian Demi Pairs Application Form.
- The student is deemed to have accepted the Terms and Conditions of the written agreement with Demi Pair placement agency immediately after submitting the completed application form.



- NCVE collects a Demi Pair booking and placement fee from the student on behalf of the Demi Pair placement agency.
- A \$200 Demi Pair cancellation fee applies to all approved refund requests.
- All applications for refunds must be submitted in writing using the NCVE Student Refund Application Form.
- The following refund conditions apply to the Demi Pair booking fee paid to NCVE on behalf of the Demi Pair agency.

Demi Pair Program Refund Amounts Table	
Cancellation of the Demi Pair placement notified to NCVE in writing seven (7) days or more before the scheduled commencement date	<ul style="list-style-type: none"> <li>• Full refund less Demi Pair cancellation fee</li> </ul>
Cancellation of the Demi Pair placement notified to NCVE in writing less than seven (7) days before the scheduled commencement date	<ul style="list-style-type: none"> <li>• No refund</li> </ul>
Cancellation of the Demi Pair placement notified to NCVE in writing after scheduled commencement date	<ul style="list-style-type: none"> <li>• No refund</li> </ul>
Cancellation of the Demi Pair placement after commencement date due to breach of written agreement between student and placement agency as determined by placement agency	<ul style="list-style-type: none"> <li>• No refund</li> </ul>

f) Process for claiming a refund

- NCVE accepts refund applications made in writing only.
- All refund applications must be made using *Refund Application Form* available from NCVE Student Services or the College website.
- Supporting evidence must be included with application form including, but is not limited to:
  - a completed NCVE Enrolment Variation Form
  - a letter from DHA advising of a rejection of the student visa application or a refusal to extend a student visa
  - proof of compassionate or compelling circumstances; or
  - an offer letter from another education provider
- Students must complete the *Refund Application Form* and submit it to the College in person or via e-mail.
- NCVE will process the refund application upon receiving the written application.
- NCVE will refund all refundable monies in accordance with the conditions of this Refunds Policy within 30 days after receiving the written application.
- If a refund application is refused, Student Services will notify the student of the reasons for rejection.
- Payment of refunds will not be made in cash directly to the student but transferred to their overseas or Australian bank account nominated in the Student Refund Application Form.
- NCVE is not liable for any variance caused by foreign exchange rate fluctuations.
- NCVE will inform the student or education agent via e-mail when the refund is made to the nominated bank account.
- All refunds will include a statement explaining how the refund amount was calculated.

- In the event that a student disagrees with the refund amount, the student can access NCVE's Appeals processes.

#### g) Compassionate and compelling reasons

- NCVE may, at its discretion, approve a refund application if it deems that the student has demonstrated compassionate and compelling reasons for their request as defined below:
  - Serious illness or injury, where a medical certificate states that you are unable to attend classes
  - Bereavement of close family members, for example but not limited to, spouse, children, parents or grandparents (where possible a death certificate must be provided)
  - Major political upheaval or natural disaster in the home country requiring emergency travel which has impacted on the student's studies
  - A traumatic experience, which could include involvement or witnessing of a serious accident and witnessing or being the victim of a serious crime (accompanied by a doctor's certificate and/or police report)
  - Where the registered provider was unable to offer a pre-requisite unit
  - Inability to begin studying on the course commencement date due to a delay in receiving a student visa
- In all instances where a student wishes to claim compassionate and compelling circumstances as the reason for a refund request, the student must submit supporting documentation to support their claim.

#### Consumer Protection

- The processes outlined in this overseas Student Fees & Refunds Policy and Procedure do not affect the rights of the student to take action under Australian Consumer Law if the Australian Consumer Law applies.

### **Conditions of Enrolment Indemnity Declaration**

Your Written Agreement with NCVE has a Declaration section.

By signing this Declaration, you ,or if you are under the age of 18, your parent(s) and or legal guardian(s) agree that the College, its officers, teachers, employees, representatives and agents will not be held responsible and/or be under liability as far as permitted by the law of the Country of Australia and/or will not make any claim against them for your death, bodily injury, disability, loss, damages and/or property damage which may be sustained by you and/or which may be caused by you in connection with or during the period of your attendance at any premises owned/leased, operated or controlled by the College, your attending activities and/or excursions and/or in any accommodation arranged for you.

Further, you , or if you are under the age of 18, your parent(s) and/or legal guardian(s), agrees to pay any direct and/or indirect costs incurred by the College in relation to these activities where you attend and participate in activities and/or excursions (whether sporting, cultural, social, educational, recreational or otherwise) organised by or on behalf of or with the assistance of the College or of which we have knowledge.

If you are under 18 years of age when accepted for enrolment as a student at the College, your parent(s) and/or legal guardian(s) further consent and agree that the College at its absolute discretion may when it considers it desirable and/or essential seek and provide medical and/or optical and/or dental treatment for you. In such cases, such costs whether direct and/or indirect will be met by the parent(s) and/or legal guardian(s). If the College has been obliged to incur costs on your behalf in such circumstances the costs will be repaid to the College by the parent(s) and/or legal guardian(s) on demand.

The aforementioned shall also extend to executors, administrators and assigns of the signatory.

# Student Support Services



## Student Support Services

NCVE provides the following support services for its international students.

### Well-Being Programs

We are committed to ensuring students have the best possible experience - both in and out of the classroom. We provide ongoing support to help you adjust seamlessly to life in a new city and to ensure you develop both academically and socially.

To assist our students beyond the classroom, we offer a wide range of student support services including:

- Student Orientation
- Academic Counselling
- Welfare Counselling
- Workshops, and
- Student Activities

### Student Services Staff

Our Student Services staff are also available any time to discuss any issues or information you may need to settle into life in Australia.

### Student Orientation

All new students are provided with an Orientation session on their first day at NCVE. The Orientation Program includes:

- Welcome – Tea and Coffee
- Get to know each other – ask and answer simple questions
- Registration
- Introduction to NCVE
- Timetable for the day
- Placement Test: Grammar, Reading & Writing
- Personal 'Speaking' Interview with the ELICOS Manager
- Personal Study Plan
- Overview of Courses, Assessment, Attendance and Counselling
- Familiarisation Tour of the Local area and the city
- Class Placement and Books
- At orientation, you will also receive practical information to help you settle into life in Sydney including:
  - Transport options and how to get an Opal Card,
  - Nearest doctor, dentist, and other medical practitioners,
  - How to open an Australian bank account,
  - How to get an Australian SIM card or phone,
  - How to access the NCVE library,
  - Places and attractions to visit,
  - Information about NCVE's Student Activities, and
  - Information about our Student Support Services.

### Academic Counselling

As part of your study at NCVE, you will have regular academic counselling sessions scheduled in your course program. In addition to these sessions, you can also meet with a member of our Academic Management Team at any time to discuss any issues relating to your course or future study.

NCVE will also be holding monthly career information sessions for students to explore what future study options and pathways are available.

### **Welfare Counselling**

If you feel unhappy for any reason - be it academic, personal, or social reasons - we can provide confidential one-on-one counselling to help you. If we're unable to solve the challenge you face, NCVE can arrange further professional assistance from the experienced counsellors and psychologists at the [Counselling Therapy in Sydney and the Central Coast](#) in Marrickville to help get you back on track.

### **Workshops**

As a student studying in Australia, you may be eligible to work part-time. To assist our students, NCVE holds monthly workshops to assist its students to find work whilst they are living in Brisbane. These workshops will cover skills such as:

- Preparing your resume and cover letter
- Searching for jobs online
- Interview skills

### **NCVE Social activities**

NCVE has an active social calendar which includes BBQs by the pool, visits to local markets, cultural centre days, walk and talk groups, weekly *NCVE Chat* sessions, abseiling and rock-climbing activities and organised weekend and day trips to many of our local tourist destinations. Some of the tourist destinations we regularly visit are **Opera House, Hunter valley, Blue Mountains, Cockatoo Island, Central Coast, Taronga Zoo, Rocks, Botanic Garden, and Easter Show.**

Check out our *NCVE Social* calendar on our website. It is updated monthly, and regular emails will be sent out to all current students to keep them informed of what is going on.



### **Facilities and Student Resources**

#### **Library**

Our Library has been set up as a quiet study zone for students to work and includes an extensive library of extra resources including books, videos, DVDs, magazines, and textbooks - all which may be borrowed by students for short periods of time. To borrow any of the resources in the library, please see the friendly Student Services staff.

#### **Computer Lab**

NCVE has a dedicated computer lab area and other scattered PCs throughout the College all which have FREE internet access for student use. NCVE also has FREE Wi-Fi available for student use throughout our campus. The Wi-Fi code will be provided to you at your Orientation session and can also be requested at any time from reception. Students are encouraged to be creative in their use of technology for assignments and presentations.

To assist communication and research, all staff have individual email accounts, and the Internet is accessible from all workstations throughout the campus.

Please respect our Computer Usage rules which are set out below.

**Rules for the computer area:**

1. Please do not eat, drink or smoke in the computer area
2. Please do not change any settings on the computer
3. Tell a staff member if a computer doesn't work or is broken
4. You can buy USB from reception if you need one
5. Read and follow the instructions for Internet use on the wall of the computer room. No rude or offensive sites are allowed.
6. If you want to print something, email what you want printed to in [admissions@ncve.edu.au](mailto:admissions@ncve.edu.au) with instructions. Printing cost \$0.10 per black and white page and \$0.25 per colour page. This fee must be paid to Student Services before printing your documents.

**Lunch- Room**

Our lunchroom contains a kitchenette which is fully equipped with several microwaves, a refrigerator and coffee making facilities. In addition to these lunchroom facilities, we also have vending machines on site for student use, and comfortable breakout areas with seating for students to sit, eat, chat and relax during breaks.

**Toilets**

Separate male and female toilets are located on campus along with unisex disabled toilets and unisex ambulant toilets. If there is no toilet paper in the toilets, please inform reception. Please dispose of all sanitary pads in the containers provided in the female toilets. In Australia, it is customary to sit on the toilet seat. Please do not stand on the toilet seat as this may cause damage.

**Prayer Room**

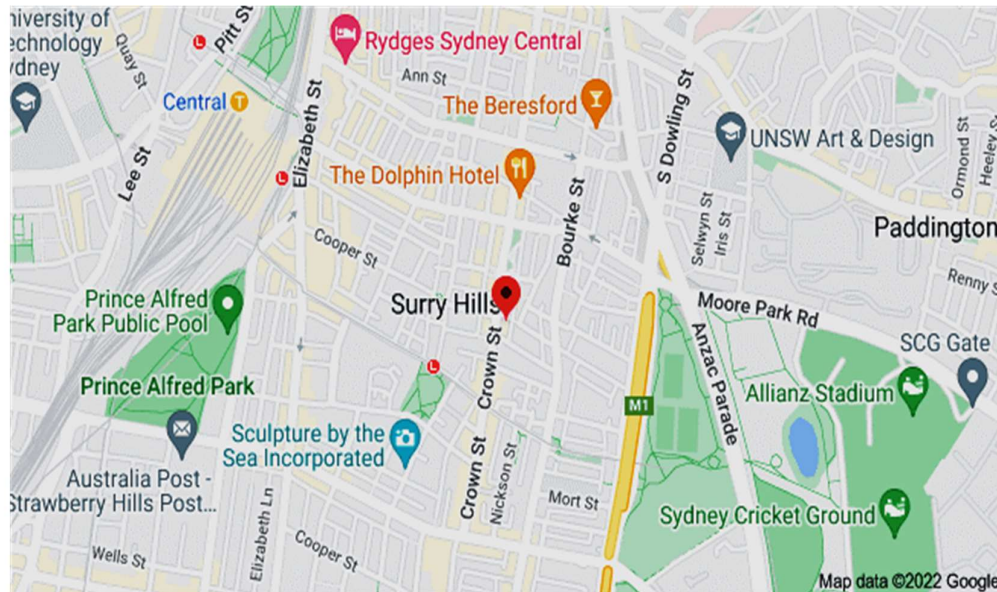
NCVE has a Prayer Room at the campus which is available for use by the students who may need to pray at certain time in private according to their religion or ideology. The room is available for use between 9am and 9pm weekdays only for praying. Don't take tea or food with you in there, and **please be respectful of one another in the room at all times and keep quite.**

**Postal Service**



NCVE can accept deliveries for its students at its Sydney Campus. Please speak with our Student Services staff for further details about this service.

If you need to post a letter or parcel, the nearest Post Office is located at **Shop 4/500 Crown St, Surry Hills NSW 2010**. It is open Monday to Friday 9am to 5pm and on Saturdays 9am to 12:30pm. Directions to the Post Office from NCVE's Sydney Campus are shown on the map below.



## Student Benefits

### English Only Campus

NCVE Sydney is an English Only campus. It is important that you speak English as much as possible whilst learning it as this will give you the best results from your course. It is important that you also do not speak your own language in class as this is rude to students from other countries.

NCVE has a diverse student base which we are very proud of as this is more beneficial for you the students. You will get much more English practice if you make friends with students from other countries who are also learning English in Australia, so make the most of this opportunity at NCVE.

### Student Discounts

All NCVE Students are issued with a student card on Orientation Day. This card entitles students to discounted tickets at participating cinemas and local shops.

### Career Counselling

NCVE regularly hosts information sessions and career days for students wishing to proceed with further study in Australia via our pathway programs. We also provide individual career counselling to students looking to continue with further study.



### Free-call Phone Number

NCVE offers all its students free call number (1800 881 180) so that you can contact us from anywhere within Australia at no charge. This number will call through to Student Services at Head Office and you will then be transferred to the correct Office and/person to speak to regarding your call.



### Excursions

Teachers may organise excursions for their classes. These provide important opportunities to learn through real life experiences. Students will be given prior notice of any planned excursions by the teacher. Most excursions are paid through your course fees but for others you may be asked to pay a small fee.

### Graduation Ceremonies

Graduation ceremonies will be held upon completion of your course. You will only be eligible to graduate from your course if you:

- a) have successfully completed all aspects and assessments for your course
- b) have paid all outstanding fees owing to the College
- c) have returned all College materials and property, and
- d) have met the required level of attendance at the College.

### Payment Plan Option

NCVE offers eligible students the option of a payment plan to pay for their tuition fees. Students wishing to use this option must honour all payments set up on their Credit Card Authorisation form.

To obtain a CoE for visa purposes, students must pay the first instalment of their tuition fee is outlined on their Letter of Offer tuition fee in addition to any other fees listed on their invoice. The remaining tuition fee instalments may then be paid using our Payment Plan option. These payments can be made by deducting weekly, fortnightly or monthly payments directly from the student's nominated credit card.



### NCVE Social

As a NCVE Student, you will automatically be a member of *NCVE Social*. This is a social club which organises activities for the students to enjoy outside the college and includes excursions, day trips and even weekends away. NCVE encourages all students to check out the social calendar and the noticeboards around the College to see *What's On* each week.

### *Orientation Pack*

On your first day at NCVE you will be given an orientation pack which will include an NCVE Notepad and Pen, discount vouchers for local businesses and some useful information to help you settle into life in Sydney.



### *Student Noticeboards*

Student noticeboards are located in the common areas. It is important that Students check the noticeboards when on Campus. These noticeboards contain information about what is happening locally, NCVE social club activities accommodation available, items for sale, important notices from college management and other broadcast notices.

Students MUST NOT put any unauthorised notices on any of the college noticeboards. If you would like to put an ad or a notice for other students to see, please see reception.

### *Activities Indemnity*

NCVE and its representatives and staff will not be held liable for any loss, damages, death, illness or injuries to people or property whilst students are on any activity or excursion organised by NCVE. It is the student's sole responsibility to take out insurance against all such risks, and we recommend that students travelling to Australia take out comprehensive travel, accident, and medical insurance in their own countries.

### *What do I need to bring to class?*

When you attend classes at NCVE you will need to bring:

- you own Stationery, such as a notebook, pen, eraser, ruler etc. (even though we give you a basic notepad and pen as part of your Orientation pack, it will not last forever);
- your learning materials;
- , a laptop or tablet as NCVE provides WiFi access for students to use whilst on Campus.

### *Clean Up After Yourself*

Please ensure you don't leave your notes, learning resources, homework, assignments, notebooks or lecture pads behind in the classroom after a class has finished. Do not eat or drink in the classrooms.

Place ALL RUBBISH in the rubbish bins provided around the College. Any plates, cups or utensils need to be placed in the dishwasher once you have finished with them.

### *Clothing*

Remember to bring a sweater or jacket if you feel the cold, as the College is air-conditioned.

Please dress respectfully and do not wear any rude words or pictures on your clothing as other people may get offended. Students are expected to be dressed in an appropriate manner (no bikini tops or similar apparel or clothing with offensive language written on it). Shoes (footwear) must be worn in the College at all times.

### *First Aid*

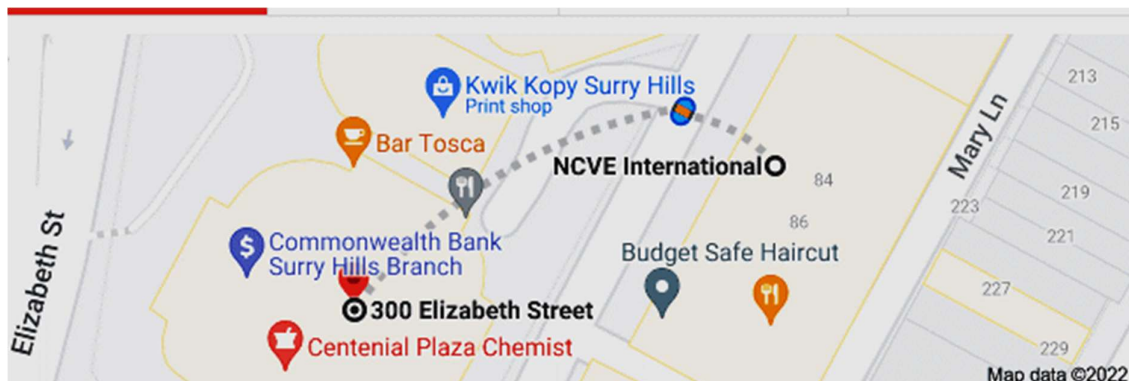
Any personal injury sustained at NCVE must be reported immediately to your teacher and/or reception. A basic first aid kit is available at Reception for emergencies.

The College cannot supply students with medicines or headache tablets. This is the student's responsibility.

There is a Woolworths Supermarket within 2 mins walk from the College and they stock basic headache tablets.



For other medicines, you will need to go to a Chemist or Pharmacy. The closest pharmacy to the Sydney Campus is located within 2 minutes walk at the 300 Elizabeth St, Surry Hills NSW 2000 as shown on the map below.



### **Damage**

If you notice any damage around the College, please tell an NCVE staff member.

### **Eating and Drinking**

Food and drink should NOT be consumed in the classrooms. You can make lunch in the kitchen and eat it in the common areas. Eating and drinking should be in the common areas only. No food or drink should be taken or eaten near the computers.

### **Mobile Phones**

ALL mobile phones should be turned off while you are in class at NCVE. It is very rude to other students and your teacher to take calls in class. If you need to be contacted urgently while you are attending class, you can inform potential callers, prior to class, to leave a message with Reception.



### **Punctuality - Please don't be late**

Please make sure you arrive on time for class. As your attendance at class is a requirement of your visa, there are penalties for being late to class. If you're late, you will be marked absent on the class roll and you will not be able to join your class until after the next break period. This will affect your attendance percentage.



### **Photography Release**

Any photo or video footage taken at NCVE or by NCVE's staff of its students are the property of NCVE and may be used on the NCVE website or its other online social media pages or in the reproduction of materials for promotional use, without consent.

### **Student Records**

All student records are kept secure and are accessible only to staff. Any student wishing to view their file can do so by asking the Course Coordinator.

**Critical Incidents**

If you are involved in a critical incident, you should contact NCVE immediately.

A critical incident is a traumatic event, or the threat of such (within or outside Australia) which causes extreme stress, fear or injury. This may include but is not limited to:

- Serious injury, illness or death of a student or staff
- Students or staff lost or injured on an excursion
- A missing student
- Severe verbal or psychological aggression
- Physical assault
- Student or staff witnessing a serious accident or incident of violence
- Natural disaster e.g., earthquake, flood, windstorm, hailstorm or extremes of temperature
- Fire, bomb threat, explosion, gas or chemical hazard
- Social issues e.g., drug use, sexual assault



# Living in Sydney



## Living in Sydney

### Location

Sydney, city, capital of the state of New South Wales, Australia. Located on Australia's south-eastern coast, Sydney is the country's largest city and, with its magnificent harbour and strategic position, is one of the most important ports in the South Pacific.

The metropolis surrounds Sydney Harbour and extends about 70 km (43.5 mi) towards the Blue Mountains to the west, Hawkesbury to the north, the Royal National Park to the south and Macarthur to the south-west. Sydney is made up of 658 suburbs, spread across 33 local government areas.



### Why Choose Sydney?

We're consistently ranked in the top 50 universities in the world, and are known internationally as leaders in education, research, student experience and graduate employability.

Many international students want to study in Sydney **because of the great weather and the good reputation**. You can do countless of outdoor activities that include riding a bicycle, exploring the city centre, learning to surf in Manly or Bondi Beach, hiking in the Blue Mountains and a lot more.

## Population

Sydney is Australia's most populated city with an estimated population of over 6 million people. The metropolitan area has about 650 suburbs that sprawl about 70 km to the west, 40 km to the north, and 60 to the south. People move in and out of Sydney every year, but the number of newcomers usually exceeds that of people who leave.

Sydney is an extremely diverse city, with a huge number of ethnic and cultural groups living there. The top five ancestries for people in Sydney are: Australian, English, Irish, Scottish and Chinese. The top five languages (other than English) spoken in Sydney are: Arabic, Mandarin, Cantonese, Vietnamese and Greek. The top six countries of birth for people in Sydney are: Australia, England, China, New Zealand, India and Vietnam. This means you'll be able to meet and make friends with students not just from Australia, but from all over the world.

## Climate

Sydney is popular for its **sunshine and temperate climate**, which allow its residents to embrace a year-round outdoor lifestyle. Regional cities near Sydney such as Newcastle and Wollongong share this pleasant climate, as do the countryside areas that surround the city.

Sydney enjoys a sunny climate with **mild winters and warm summers**, perfect for making the most of the outdoors.

	Summer (Dec to Feb)	Autumn (Mar to May)	Winter (Jun to Aug)	Spring (Sep to Nov)
Average Minimum Temperature (°C)	20.0	15.4	9.0	16.6
Average Maximum Temperature (°C)	27.2	19.0	17.0	25.0

## Transport

An efficient network of transport options makes travelling to attractions in Sydney and regional NSW affordable **and enjoyable**. Opal Card, Sydney's integrated ticketing system, provides students with the flexibility to travel on train, bus, metro and ferry services using just the one card. Opal cards can be bought at NSW Railway stations and selected ticketing agents and provide fares cheaper than buying paper tickets at transit stations.

For more information about the Opal card and the various transport networks, visit the Transport NSW website <https://transportnsw.info/>. You can also download the **NSW Opal app** for up-to-date service information.

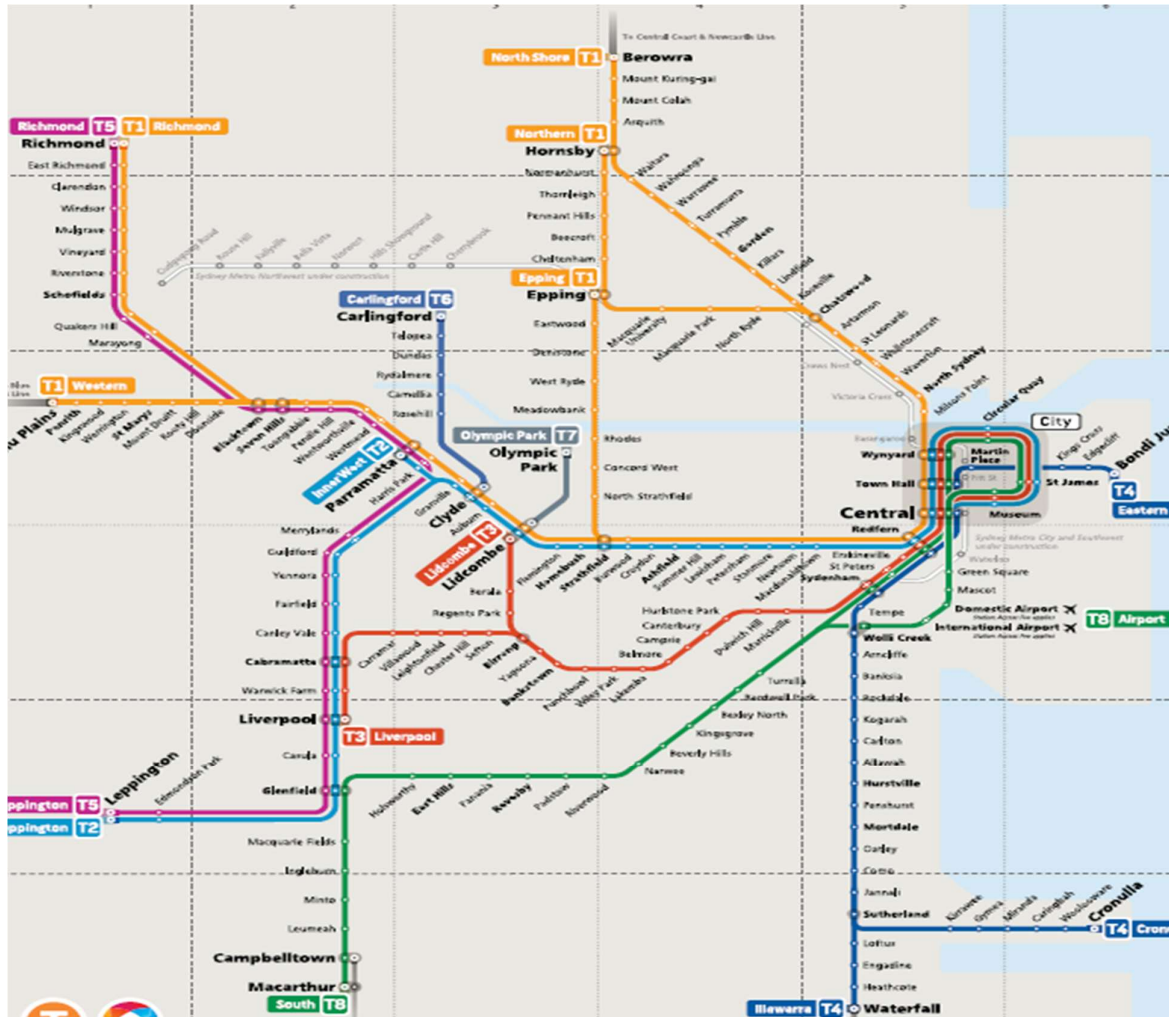


## City Train



Sydney's network of trains covers the broadest reaches of Greater Sydney and provides direct access to the city and outer suburbs. There are also special post-midnight services on Friday and Saturday nights for late-night adventurers.

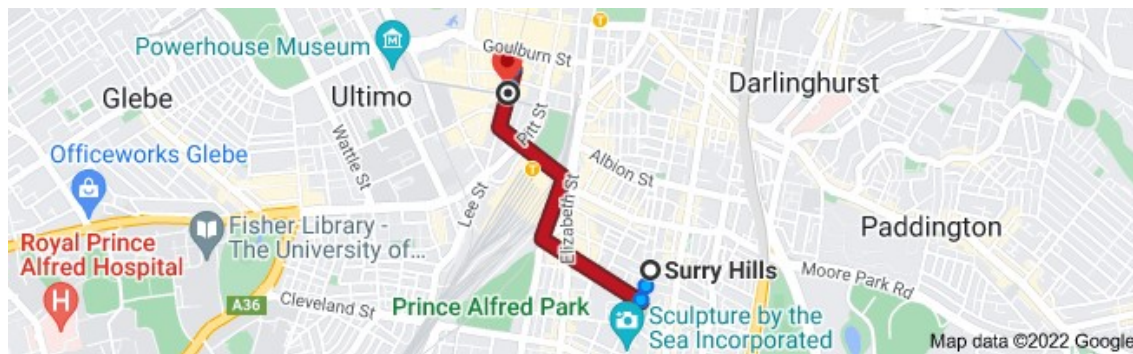
There is also **XPT** in NSW, which was Introduced to service in 1982 the **XPT**, short for "express passenger train", has an aerodynamic design and travels between **Sydney, Melbourne, Brisbane, Dubbo, Grafton and Casino**. You can Book a seat on NSW TrainLink Regional services.



### City Bus

Sydney's bus services run throughout the city connecting the outer and inner suburbs to the CBD, major shopping centres, railway stations and ferry terminals. A number of bus routes operate 24 hours a day, 7 days a week. **NightRide** buses replace most train services between midnight and 4.30am, stopping at railways stations or on main roads near railway stations. Some regular bus routes run later services after midnight on weekends only.

You can buy **Opal single** bus tickets from the driver, except on Opal only or **Pre-pay** buses. You can buy Opal single trip tickets from top up and single trip ticket machines at selected metro and train stations, wharves and light rail stops.



### *E-bikes and e-scooters*

In NSW, **E-bikes** now require LTO registration. You can use e-bikes that meet the requirements on public roads and in cycle lanes (but **not on pavements**) and can be ridden by anyone aged 14 and over. Be careful with Electric **Scooters** though because they are legally classified as a motorcycle, riders must wear an approved motorcycle helmet, hold a valid motorcycle licence, obey the same road rules as motorcycle riders.

#### **The basics**

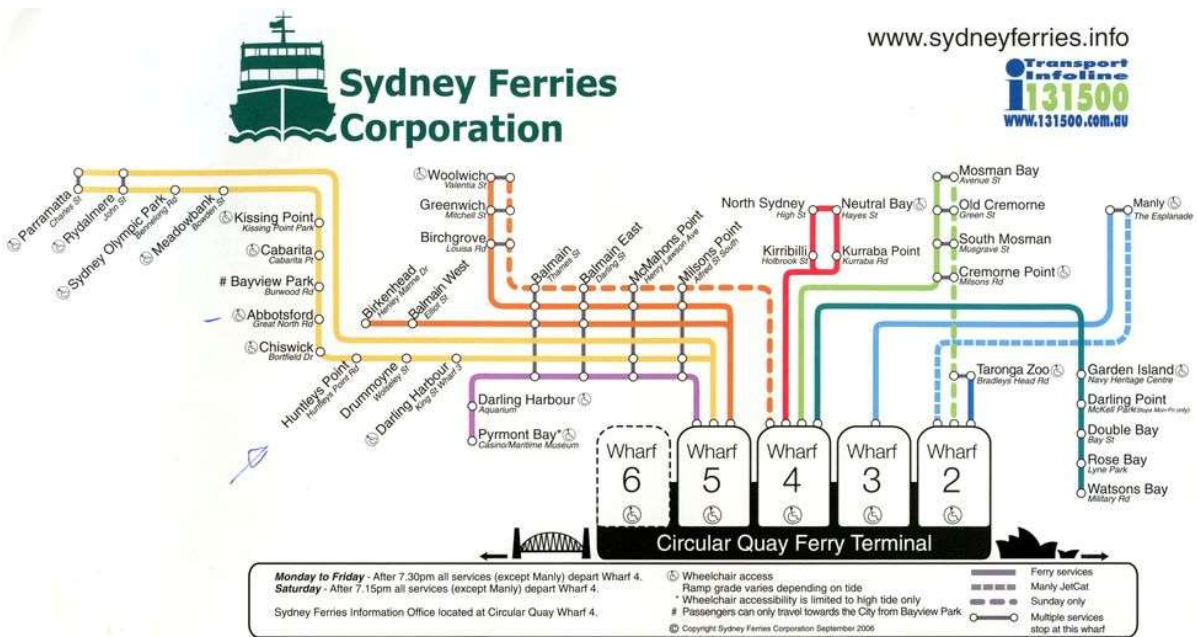
The Singapore-based outfit has unleashed 250 of its vibrant vehicles on the Harbour City's streets, starting in the Sydney **CBD**, **Waverley** and **Randwick**. That means that if you're keen to hop on one of Neuron's e-bikes, you'll need to be in the company's ride zone boundary — which, at the moment, spans out to **Pymont** and **Circular Quay** in the inner city, also includes **Newtown** and **Green Square** in the inner west, and encompasses **Bondi** and **Coogee** for beachside rides, too.

Also, the e-bikes are linked to **Google Maps**, which means that you can use Google Maps to find one of Neuron's e-bikes, and to get information on your ride. That covers directions, details on how long it will you to get to your destination, price estimates, battery range and expected ETA. You'll unlock the bike and pay for it via the Neuron app, however.

For more information: <https://concreteplayground.com/sydney/travel-leisure/neuron-mobility-e-bikes-sydney>.

Sydney Ferries

**Sydney Ferries** is the public transport ferry network serving the city of Sydney, New South Wales. Services operate on Sydney Harbour and the connecting Parramatta River. You can pay for your ferry trip in Sydney using your Opal card on Sydney Ferries where you can take advantage of all the Opal benefits.

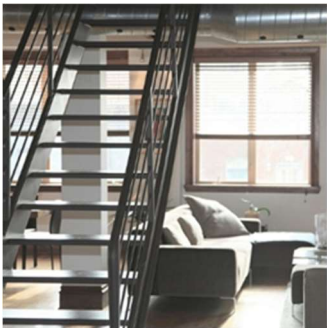


Accommodation

Whilst studying in Sydney you can choose from a range of accommodation options to suit your lifestyle and budget. You can stay with a local Australian family (Homestay), live in student accommodation, share an apartment with friends or live alone.

Homestay

Homestay accommodation allows you to live with an Australian host family – giving you an authentic Australian experience. You'll pay a fee that covers accommodation, breakfast, and dinner. Internet access is also often included. NCVE works with its Homestay provider to set you up with homestay accommodation for your arrival in Australia – including providing airport pick-up and drop-off to your host family.



All requests and applications for Homestay accommodation through NCVE will be forwarded directly to [enquiry@globalexperience.com.au](mailto:enquiry@globalexperience.com.au). Global Experience offers easy and complete homestay packages. Their rate allows you to find a homestay that best suits you and this information can be found on their website <https://www.globalexperience.com.au/>.

Share & Rental Accommodation

There are a number of unit complexes or houses specifically for students in Sydney. In most cases, students will rent the entire house or flat, but there are also opportunities to rent a single bedroom, and share lounge room, kitchen, bathroom and laundry facilities with other students who have been selected by the management.

Most rental properties will require you to pay a bond upfront that will be returned at the end of your agreement if no damage has occurred. This will cover any money owing at the end of the tenancy for any

damage to the property. The bond is used as security and is usually equivalent to the amount of four weeks' rent. Your landlord can also ask for one month's rent in advance for a fixed term agreement and two weeks for a periodic rental. You need to determine exactly who is responsible for utilities like water, gas, and electricity.

Rental costs vary depending on the accommodation style, type and suburb. You can find average rental costs by searching for "median rents" on the [Residential Tenancies Act](https://www.tenants.org.au) (RTA) website <https://www.tenants.org.au>. The RTA governs rental contracts in Sydney and can help you with any questions or information about joining or starting a lease.

There are a few places on-line where you can find independent or share-rooms to rent in Sydney. These are:

- Flatmates - [flatmatesfinders.com.au](https://flatmatesfinders.com.au)
- Gumtree - [www.gumtree.com.au](https://www.gumtree.com.au)
- Realestate.com.au - [www.realestate.com.au](https://www.realestate.com.au)
- Domain - [www.domain.com.au](https://www.domain.com.au)
- Y Suites - [www.sydney.ysuites.co](https://www.sydney.ysuites.co)

Before you take a lease out on a property you need to:

1. Ensure you have enough money to cover the Bond.
2. Arrange a reference or Guarantor
3. Inspect the property before you sign a contract and/or pay a deposit.
4. Photograph any existing damage or issues.
5. Carefully read your rental agreement before signing it (get help if you are not sure what something means).
6. Make sure you receive (and keep) a copy of your rental agreement.
7. Establish who is responsible for paying the utilities.
8. Take careful notice of the details regarding the end of your rental agreement.



## Banking

Opening an Australian bank account will allow you to earn money in Australia. Any payment you receive from employment or a scholarship will need to be paid directly into an Australian account. Additionally, you will easily be able to access funds without attracting fees for international transfers. When opening an account, you will be provided with a debit card, allowing you to shop across Australia and online without paying additional fees. As an international student, you need to make sure you have enough money to pay for study, books and living expenses. You also need to make sure your money is secure and that you can access it anytime. You can use a basic day to day account to pay for course fees, rent or daily living costs.

To set up a bank account you just need to go to any bank once in Australia and let them know you're an international student and would like to open an account. To do this, you will need to provide:



- 1. photographic identification (passport);
- 2. proof of your Australian address (a household bill can be used); and
- 3. proof of enrolment.

You will be provided with access to a day-to-day account and an online savings account. Once you have been identified, you will receive a debit card (when it is ready).

*Note: Although it is not necessary for you to have a Tax File Number to get a bank account, it is advisable to set one up and take this with you as without one you will get taxed a lot on your account.*



**Phone and Internet Services**

Australia has several different options available for phone and internet services. Some information about accessing these services are below.

***Making International Calls***

**To make international telephone calls from Australia, dial:**

0011 + country code + the area code (if required) + telephone number

*For example to call someone in Rio de Janeiro, Brazil dial **0011 55 21 + local telephone number.***

**To call Australia from overseas, dial**

+61 (Country code) + area code (02 for Sydney) + telephone number

*For example to call our Sydney Campus reception from Overseas, dial **+61 2 8355 7308.***

***Making Calls within Australia***

**To make calls within Australia, dial:**

Area code (for State or Territory only) + telephone number.

**State & Territory Codes in Australia:**

<b>02</b>	NSW – New South Wales ACT – Australian Capital Territory
<b>03</b>	Victoria Tasmania
<b>08</b>	Western Australia South Australia Northern Territory
<b>04</b>	All Mobile Phones in Australia

***Mobile Phone Services***

It is highly recommended that you purchase an Australian SIM card when you arrive in Australia rather than using your mobile number from your home country as this can end up being very expensive. In Australia, it is possible to have a Prepaid mobile phone account or a Contract mobile phone service.

**Prepaid Mobile Phone**

A prepaid mobile phone service gives you flexibility because you control how much you spend and can stop using the service any time. Pre-paid SIM cards are sold in many shops and supermarkets, as well as by mobile phone providers. After an easy set-up process with the provider, you will have a working Australian mobile number which you can top up with credit as needed. You can usually top up your prepaid service online or at a range of retail outlets. Your mobile phone provider can provide details on how you can top up your service.

**Contracted Mobile Phone**

If you will be using your mobile a lot and will be in Australia for a longer period (12+ months), a fixed term contract might work out to be the cheaper option for you. There are many mobile phone operators in Australia, and you can choose from a range of phone plans where you can get the handset with little (if any) up-front cost; you then pay a fixed price per month for a certain amount of calls, text messages and data.

If you need any assistance with setting up a phone service, our Student Services officer can help you to get the best option for your personal circumstances.

*Internet Services*

Many of the phone service providers in Australia also provide fixed or mobile internet services. These are also offered as pre-paid, or contract plans like the mobile phones above and these operate in the same manner. If you choose to get a contract service for your home internet, you will receive a modem, and just like a phone service, you pay a monthly rate to get a certain data allowance. Ask the providers you are considering for details of plans that might suit you and if need assistance in understanding the information they provide you, our Student Support officer will be happy to assist you.

*NCVE provides free Wi-Fi for all students whilst on campus. See reception for the login details.*

**What to do in an Emergency**

On your first day of school, you will be shown where to find the fire stairs. You will walk down the stairs to the street exit on Commonwealth Street and make your way to the NCVE Emergency Meeting Point.

In case of an emergency at school you must:

- Follow your teachers’ instructions
- Leave the building via the fire stairs. Do not take the lift.
- Meet with your teacher at the NCVE Emergency Meeting Point
- Make sure your teacher marks your name on the roll
- Wait for further instructions from your teacher

**If you ever have an emergency and need help from FIRE, POLICE or AMBULANCE SERVICES**

**Dial (free) 000**

**from ANY public telephone or mobile telephone.**



*If first aid is required at school, students should report it to their teacher or Student Services.*

Other phone numbers which may be of assistance during an emergency are:

- SES: for help with a damaged roof, rising flood water, trees fallen on buildings, or storm damage call 13 77 88.
- Non-urgent medical help: Healthdirect (1800 020 080)
- If you need a Doctor afterhours: GP Helpline (1800 022 222)
- Non-emergency police contact: Policelink on 13 1444
- Poisons Information Centre: Ring for information 24 hours a day on 13 1126

## Medical

Sydney has some of the highest-quality health services available in Australia. Australia's health care system includes high-quality hospitals, doctors, pharmacies, dental clinics, physiotherapists, and many other support services.

### Overseas Student Health Cover

The Australian Government requires all international students to purchase medical insurance for the full period of their student visa. This cover must be through an approved Overseas Student Health Cover (OSHC) provider.

Depending on the level of cover, most OSHC insurers will cover basic medical costs and contribute towards the costs of most prescription medicines and an ambulance in cases of emergency.



OSHC does not cover secondary medical services such as dental, optical, physiotherapy, or non-essential prescription medicines. Additional private health insurance will need to be bought if these services are required.

Some OSHC health insurance providers in Sydney include:

- Medibank Private: [www.medibank.com.au](http://www.medibank.com.au)
- Allianz Global Assistance: [www.oshcallianzassistance.com.au](http://www.oshcallianzassistance.com.au)
- BUPA OSHC: [www.overseasstudenthealth.com](http://www.overseasstudenthealth.com)
- Australian Health Management: [www.ahm.com.au](http://www.ahm.com.au)
- NIB: [www.nib.com.au](http://www.nib.com.au)

### Getting Medical Help

If you need medical help in Sydney, make an appointment to see a doctor, also known as a general practitioner (GP), at your local medical centre. You should go to a doctor's surgery that can send the bill directly to your OSHC insurance provider. This is called "bulk billing" and means you will only have to pay the difference between what is owed to the doctor and what your insurance will cover.

GPs can help with minor illnesses and offer general medical advice. In cases of medical emergency, you should immediately go to the emergency department of your nearest hospital, where medical staff can provide you with urgent attention.

It is important that you contact your OSHC insurer before being admitted to a private hospital. While private hospitals will still provide you with medical attention, be aware that not all their services will be covered by OSHC and you may have to pay extra for these services.

Local medical centres which are close to NCVE Sydney Campus include:

**Crown Street Medical Centre**

351 Crown St,  
Surry Hills NSW 2010  
Phone: 02 9360 3338  
online appointment:  
[crownstmedicalcentre.com.au/book/](https://crownstmedicalcentre.com.au/book/)

**Opening Hours:**

Monday	8am–6pm
Tuesday	8am–6pm
Wednesday	8am–6pm
Thursday	8am–6pm
Friday	8am–6pm
Saturday	9am–1pm

**Surry Hills Medical Centre**

573 Crown St,  
Surry Hills NSW 2010  
**Phone:** [\(02\) 9699 3311](tel:0296993311)  
<https://shfmc.com.au/>

**Opening Hours:**

Monday	8am–6pm
Tuesday	8am–6pm
Wednesday	8am–6pm
Thursday	8am–6pm
Friday	8am–6pm
Saturday	9am–2pm

**Attending an Australian Hospital**

Not all private hospitals have emergency departments, so, in an emergency, most Australians rely on the public hospital system. If you attend an Emergency Department in a hospital you will be attended to immediately by a triage nurse for information about you, your cover, and your current health condition. The triage nurse will determine the urgency of your condition in comparison to others that have come into the emergency room and it is likely that you will remain at the emergency room for several hours. Whether you are seen immediately by a doctor, or you need to wait to see the doctor, it is customary to keep you in the emergency room for several hours to monitor your condition before releasing you to go home or admitting you to hospital in more severe cases.

There are extensive waiting times for elective surgeries at public hospitals, e.g. for orthopaedic surgery. One of the attractions of health insurance is the ability to bypass public hospital waiting lists and go through the private system. Private hospitals are very expensive for treatment and hospitalisation. Your OSHC will cover some of the cost of some private hospitals, but you must pay the difference (this is called an **excess payment**).

Your health insurance (OSHC) covers the total cost of accommodation in a shared ward of a public hospital. It also pays for the ‘schedule fee’ for the doctor but if the doctor’s fee is higher than the ‘schedule fee’ you will be required to pay the difference.

The closest hospital to our Sydney Campus is the **Royal Prince Alfred Hospital**, which is located on Missenden Road, Camperdown.

**Mental Health**

Some people may find adjusting to a new life in a different country and city stressful. If you find yourself having financial or accommodation problems, give yourself a break and don’t let your new life overwhelm you. Making friends will give you a support network, as will finding a part-time job.

Look for special interest groups you can relate to and force yourself to give your mind a break from rigorous study.



If you feel unhappy for any reason - be it academic, personal or social reasons - we can provide confidential one-on-one counselling to help you. If we're unable to solve the challenge you face, NCVE can arrange further professional assistance from the experienced counsellors and psychologists at [Emotionally Focused Therapy](#) to help get you back on track.

**Emotionally Focused therapy Sydney CBD**

Level 2, Suite 211/160  
Castlereagh St. Sydney 2000  
Phone: 02 95189912  
Monday to Saturday 8am to 8.30pm  
<http://www.eft-counselling-therapy.sydney/>

Some other useful sites and phone numbers to assist you in a crisis include:



Lifeline	Mensline	Suicide Call Back Service
13 11 14 (24-hour crisis support and suicide prevention hotline) <a href="http://www.lifeline.org.au">www.lifeline.org.au</a>	1300 78 99 78 <a href="http://www.mensline.org.au">www.mensline.org.au</a>	1300 659 467 (Free counselling) <a href="http://www.suicidecallbackservice.org.au">www.suicidecallbackservice.org.au</a>

**Emergency Number**

The Triple-O (**000**) service is the quickest way to get the right emergency service to help you. It should be used to contact **Police, Fire** or **Ambulance** services in life threatening or emergency situations only. Emergency 000 lines should not be used for general medical assistance. Ambulances provide immediate medical attention and emergency transportation to hospital.

**Translation Services**

**Emergency Call Number: TIS National on 1300 575 847**

We are lucky in Australia to have a variety of healthcare professionals from many different cultural backgrounds, so you may be able to see a doctor who speaks your first language. However, if you are having difficulties communicating with your doctor, the Translation and Interpreter Service (**TIS**) can be used. For more information visit [freeinterpreting@homeaffairs.gov.au](mailto:freeinterpreting@homeaffairs.gov.au) or phone **131 450**.

**Legal**

Free legal advice can be obtained from the Legal Aid Telephone Service on **1300 888 529** or by visiting <https://www.legalaid.nsw.gov.au>

Health and Fitness

For those looking to maintain an active lifestyle, there are many gyms you can join in and around the city, and Sydney has a wide range of free or low-cost activities catering to different age groups and interests.



Sydney City Council hosts an Active Parks program which runs free activities across more than 50 local parks. Activities include Yoga, Cycling, Qigong Haymarket, Centennial Park Tai Chi, kayaking, Park Runs and more, so you can try out some different programs and see which you enjoy. There are also several different sporting facilities including skate parks, Tennis courts and Bike paths – so there is always something available to keep your exercise routine interesting.

For those that enjoy working out in a Gym, NCVE has a number of gyms near our Sydney Campus including:

Anytime Fitness 24-7	Hiscoes Gym	The Bunker Gym	Prime Strength Surry Hills
Level 1/87 Foveaux St, Surry Hills NSW 2010 <b>Phone:</b> 0466 409 760 <a href="http://www.anytimefitness.com.au">www.anytimefitness.com.au</a>	525 Crown St, Surry Hills NSW 2010 <b>Phone:</b> (02)9699 9222 <a href="https://hiscoes.com.au/">https://hiscoes.com.au/</a>	69-81 Foveaux St, Surry Hills NSW 2010 <b>Phone:</b> (02) 8098 0508 <a href="https://thebunkergym.com.au/">https://thebunkergym.com.au/</a>	1/228 Elizabeth St, Surry Hills NSW 2010 <b>Phone:</b> 0428 877 307 <a href="https://primestrength.com.au/">https://primestrength.com.au/</a>

Smoking

In Australia, smoking is prohibited for people under the age of 18. In NSW, smoking is prohibited within 5 metres of all non-residential building entrances.

All NCVE Campuses are designated as non-smoking buildings - therefore there is no smoking anywhere inside the College or the building. This includes the **toilets, stairs or lift, and lobby** areas.

**Under no circumstances are you permitted to smoke on the front stairs or near (within 4 metres) of the entrances to the building.** Other tenants and visitors use this building and the entry should always be kept clear. Failure to abide by this law may result in a **\$300** fine.



If you are a smoker, there is an area for smokers with a bin just across the road from the entrance to the college (Centennial Plaza, Tower B, 280). Please confine your smoking to this area and be careful to put all your cigarette butts in the bin provided.

General Safety

Australia is considered to be one of the safest countries in the world. However, like in all countries and major cities, risks should not be taken.

As a general principle, you should always avoid dark areas at night time, do not attract unwanted attention to yourself with loud behaviour, dress etc. and take care of your valuables and belongings at all times. If you don't know the area well or if you must travel at night, you should travel with a friend. Do not hitchhike or ride in a car with someone you do not know, even if they seem friendly or helpful.

If you do not feel safe at any stage call the Emergency number 000 and ask for Police.

## Sun Safety

Australia has one of the highest rates of skin cancer in the world. Fortunately, being SunSmart is a simple and effective way to reduce your risk of developing skin cancer.

Cancer Council Australia provides guidance on how much sun you need and how to protect yourself from getting too much sun exposure on their [sun protection](#) website.

For best protection, the cancer council recommends a combination of sun protection measures including:

1. **Slip** on some sun-protective clothing that covers as much skin as possible.
2. **Slop** on broad spectrum, water resistant SPF30+ (or higher) sunscreen. Put it on 20 minutes before you go outdoors and every two hours afterwards. Sunscreen should never be used to extend the time you spend in the sun.
3. **Slap on a hat** – broad brim or legionnaire style to protect your face, head, neck, and ears.
4. **Seek** shade.
5. **Slide** on some sunglasses – make sure they meet Australian Standards.



## Beach Safety

A day at the beach is a fabulous way to enjoy Sydney-NSW. If you're planning a day out by the water, here's your guide to staying safe and having a great day:

- NEVER swim at an unpatrolled beach. Pick somewhere to swim that has trained lifeguards to assist you if you get into trouble;
- ALWAYS swim between the red and yellow flags when you go to the beach. This is the area that has been determined as the safest for swimming. NEVER swim outside the flags. This is the area that is patrolled and watched by trained lifeguards;
- Check for any signs and ALWAYS follow their instructions;
- DO NOT dive into water as you may misjudge the depth; this may cause serious injuries;
- ALWAYS walk into the water slowly and be aware of any submerged objects which can cause injuries;
- NEVER swim alone, or at night, when no-one can see you;
- NEVER swim under the influence of alcohol;
- If you find yourself in trouble in the ocean, raise your hand/arm up to signal for help and stay calm. Float with a current or rip – do not try and swim against it.



The ocean can be a dangerous place and so understanding the ocean is very important - the more you know about how waves, wind and tides affect conditions in the water, the better able you are to keep yourself safe from danger. More information about Surf safety can be found on the Surf Life Saving Beach Safety website at the following link:

<https://beachsafe.org.au/surf-safety>.



## NCVE Contact Information

*Remember in a life-threatening emergency always call '000' first for Fire, Police or Ambulance and be ready to tell the operator your location or address.*

### General & Student Enquiries

#### NCVE Sydney Reception:

Phone: 02 8355 7308

[international@ncve.edu.au](mailto:international@ncve.edu.au)

#### NCVE Head Office Reception

Phone: 02 4478 2500

[reception@ncve.edu.au](mailto:reception@ncve.edu.au)

### Emergency

- ❖ If any International Student needs help in an **emergency**, they should contact the following people at NCVE Sydney:

#### Steve Millard

Chief Executive Officer

National College of Vocational Education

**Mobile: 0438 722 600** (Monday – Friday: 9am – 5:30pm)

#### Joe Lynch

Compliance and Campus Manager

National College of Vocational Education

**Mobile: 0422 369 759** (Monday – Friday: 8am – 4pm)

**NCVE After Hours Emergency Number: 02 8355 7308**

- ❖ If it is an emergency that requires **Police or emergency services**, please call **000**.

Closest Police Station:

#### Surry Hills Police Station

151-241 Goulburn St,  
Surry Hills NSW 2010

**Phone: (02) 9265 4144**



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