



PROTEA

C O L L E G E

RTO: 41117 | CRICOS: 03415G

Student Handbook

(International)

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Director's Welcome and Introduction to Protea College

Welcome to Protea College!

Wherever you're from, our goal at Protea College is to help you gain the knowledge and skills you want and need, and to do so in an environment that is safe, friendly, fun, and flexible.

We aim to provide you with great facilities and learning resources, technologically-advanced classrooms, top-quality courses, and trainers who are not only well-qualified but enthusiastic and passionate about helping you to learn and achieve your goals.

We're also keen to help you enjoy your time in Brisbane and the Sunshine Coast outside of the classroom, by helping you settle in to this great city and organising a wide range of enjoyable extra-curricular activities.

Once again, welcome to Protea College, and I hope you truly enjoy your time with us.

Kind regards,

Jack Murray
Academic Director and Chief Executive Officer
Protea College

Campus Facilities and Resources Information

Maps

CBD Campus location – Level 1, 344 Queen Street, Brisbane, QLD 4000



Sunshine Coast Campus location – 15 Ocean Street, Maroochydore, QLD 4558



Emergency and Evacuation Procedures

In the event of a fire or other emergency, please do the following:

1. Immediately follow any instructions given by a Protea College staff member.
2. Evacuate the building immediately in an orderly manner as per the evacuation plan – do not stop to take belongings.
3. Assemble at the designated assembly points as per the evacuation plan.
4. Wait for further instructions from Protea College staff members or emergency services personnel.

See the Evacuation Plans at each campus for more information.

Facilities and Resources

Protea College's academic and non-academic facilities and resources are all designed to make your time with us as productive and enjoyable as possible. These resources include:

- Free wireless internet access over the entire campus
 - o SSID: protea
 - o Password: Protea2017?
- Internet-connected computers in study lounge and reception
- Water cooler

- Tea/break room with refrigerator, microwave, and sink
- Study lounge/relaxation area
- Male and female toilets
 - o CBD Campus Toilet Code: C1357
 - o Sunshine Coast Campus Toilet Code: N/A

The ESOS Framework

The ESOS framework comprises the laws that protect international students during their studies in Australia.

As an international student, it is important that you are aware of your rights and responsibilities under the ESOS framework.

To find out more, please visit the Australian Government Department of Education’s international education page at www.internationaleducation.gov.au. You can also download a fact sheet on the ESOS framework by clicking [here](#).

Living in Queensland

Cost of Living

The cost of living in Brisbane and the Sunshine Coast is cheaper than other major Australian cities, such as Sydney or Melbourne, but is still quite high by global standards.

Within Brisbane and the Sunshine Coast, the cost of living can vary quite significantly depending on things like where you choose to live (suburbs closer to the city centre/CBD tend to be more expensive); what form of accommodation you choose to live in (a room in a sharehouse will typically be cheaper than renting an apartment or house yourself); how you choose to get around (public transport may be cheaper or more expensive than running a car, depending on where you live); and where you shop or eat (buying your own food from farmers’ markets or supermarkets will be cheaper than frequently eating at restaurants).

Please see the table below for a summary of living costs. Websites such as [Numbeo](#) contain detailed cost of living information.

Area	Cost per week	Notes/further information
Accommodation	\$120 (room in a sharehouse) -\$500+ (innercity apartment)	www.realestate.com.au – Houses and apartments for rent; www.gumtree.com.au – Rooms for rent; www.housemates.com.au – Rooms for rent; www.rta.gov.au – Tenancy information

Public Transport	\$20 - \$50+	www.translink.com.au – Public transport fare information and journey planning; www.citycycle.com.au – Bicycle share scheme; www.blackandwhitecabs.com.au ; www.yellowcab.com.au – Taxi companies
Cars and Fuel	Varies greatly	http://fuelprices.racq.com.au/fairfuelprices/Default.aspx - Fuel price information; www.carsales.com.au – Used cars for sale; www.redbook.com.au – Car values and pricing information
Food and Drink	\$50 - \$150+	www.coles.com.au ; www.woolworths.com.au ; www.aldi.com.au ; www.iga.com.au – Major supermarkets; Google “Brisbane and the Sunshine Coast farmers’ markets” for farmers’ market locations; www.urbanspoon.com – Restaurant information and reviews
Overseas Student Health Cover	\$10+ for a single student	https://oshcaustralia.com.au/en - OSHC comparison service
Phone and Internet	\$5 - \$50+ per service	http://www.whistleout.com.au/MobilePhones - Mobile phone comparison service; http://bc.whirlpool.net.au/ - Broadband internet comparison service

Options for School Aged Dependents

If you are bringing school-aged children with you when you study in Australia you will need to arrange for them to attend school. The requirements for enrolling students and school fees vary across schools. See

<https://www.eqi.com.au/programs/program-fees.html> for information on Queensland public schools. See <http://www.privateschoolsguide.com/Brisbane-Private-Schools> or individual school websites for information on private schools. Information on Sunshine Coast private schools can be found here:

<https://privateschoolsguide.com/sunshine-coast-and-nambour-private-schools>

Things to Do

Your time outside the classroom is just as important as your time inside it, and Brisbane and the Sunshine Coast is full of things to do and see. Check out a list of activities and events happening around Brisbane at <http://www.visitbrisbane.com.au/whats-on>.

See what’s happening on the Sunshine Coast here:

<https://www.visitsunshinecoast.com/What-to-do/What-s-On>

No matter what you're into, you're sure to find a group of people in Brisbane that share your interests. Check out <https://www.mycommunitydirectory.com.au/> for a list of sport and community clubs, or <http://www.meetup.com/> to see what people are doing near you.

Protea College also organises regular extra-curricular activities for our students, so check with us to see what's on! Some extra-curricular activities may require payment of additional fees.

Sun Protection

Queensland's sunny weather makes it a great place to live, but also means you need to be careful to protect yourself from the sun – too much sun can cause anything from heat stroke to skin cancer.

Download the Bureau of Meteorology's SunSmart app to help you work out what kind of protection you need, and remember to always slip on a shirt, slop on some sunscreen, slap on a hat, seek some shade, and slide on some sunglasses if you're going to be out in the sun for longer than 10-15 minutes.

Student Support Services

Protea College's Academic Director, Jack Murray, is the official point of contact for students. You can contact him via jack.murray@proteacollege.com.au, or phone 07 3177 4535 during business hours or 0439 537 858 after hours.

You can also contact study@proteacollege.com.au.

Academic Support Services

Protea College wants you to succeed in your studies. If you ever feel like you are struggling with your study load, please let us know as early as possible so we can work out a strategy to assist you, and enable you to make satisfactory course progress.

You can talk to your trainer, or schedule an appointment with the Academic Director via our administrative staff.

Academic support services include:

- Trainer drop-in hours: Designated times (outside of your usual class times) where your trainer will be available for you to ask questions and give assistance.
- Consultations with the Academic Director: Schedule a meeting with the Academic Director and/or your trainer so we can work out strategies to assist you. These may include extra tuition hours, temporarily adjusting your course load, supplementary or modified assessment, and other strategies as needed.

Non-Academic Support Services

If you are struggling with non-academic issues, including attendance, work, or other issues, please let the Academic Director know. We will attempt to assist you as best we can, and if our help is not enough, we will put you in contact with external support services that may be able to assist you.

External Support Services

Translating and Interpreting

The Australian Government's Translating and Interpreting Service provides a telephone interpreting service that is available at any time. Call 131 450 to access an immediate phone interpreter.

Please note fees and charges apply for using this service. See

<https://www.tisnational.gov.au/Agencies/Charges-and-free-services/Interpreting-service-charges> for more information.

Housing/Accommodation

A list of emergency accommodation services is available here:

<https://www.qld.gov.au/housing/emergency-temporary-accommodation/emergency-accommodation/>

The Brisbane Community Directory also maintains a list of crisis and emergency accommodation in Brisbane:

http://www.mycommunitydirectory.com.au/Queensland/Brisbane/Accommodation_Services/Crisis_Emergency_Accommodation/

Work

If you feel you have concerns about your employer or work situation, you can contact the Fair Work Ombudsman via www.fairwork.gov.au or call 13 13 94.

Personal Issues/General Welfare

Many charities and other organisations in Australia run counselling hotlines that you can call if you need support or assistance.

Lifeline: 13 11 14

Beyond Blue: 1300 224 636

Salvation Army: 1300 363 622

Kids' Help Line: 1800 551 800

Legal Services

Legal Aid

Legal Aid Queensland (www.legalaid.qld.gov.au) is a good source of free legal information and advice. Representation is also available for people who meet means and merit test guidelines.

Legal Representation

The Queensland Law Society maintains a referral list of fee-for-service solicitors at [http://www.qls.com.au/For the community/Find a solicitor](http://www.qls.com.au/For_the_community/Find_a_solicitor).

Courts and Tribunals

Information on the Queensland court system is available at <https://www.qld.gov.au/law/court/courts/>.

The Queensland Civil and Administrative Tribunal (QCAT) is an independent tribunal which actively resolves disputes in a way that is fair, just, accessible, quick and inexpensive. See www.qcat.qld.gov.au.

Health and Emergency Services

Emergency

In the event of an **emergency**, call **000** and state whether you need the police, fire or ambulance service. Stay calm and be prepared to tell the operator your location, including the nearest intersection or cross street, and the nature of your emergency. Follow any instructions the operator gives you.

Useful non-emergency numbers include:

Police – 131 444

Fire – 13 74 68

Ambulance – 13 12 33

Health Hotline – 13 43 25 84 (13 HEALTH)

Poisons Information Line – 13 11 26

Hospitals

Queensland has an extensive mix of public (government funded) and private hospitals. See <http://www.myhospitals.gov.au/browse-hospitals/qld/> for a list of Queensland hospitals.

If you need to go to hospital, but it is not an emergency, it is a good idea to first check with your OSHC provider to see if their coverage includes treatment at a particular hospital.

Personal Safety

Both Brisbane and the Sunshine Coast are quite safe by world standards, but as with anywhere, there is still some crime.

To maximise your personal safety consider the following, particularly at night:

- walking, jogging or cycling with a friend or dog
- varying your routes
- knowing where you are going
- choosing well-lit popular roads and paths, or stay where you are visible to other people
- facing oncoming traffic, so a car cannot pull-up unnoticed
- carrying identification, a mobile phone, phone card, or change for a public phone
- that wearing headphones while out and about can make you less alert to your surroundings
- maintaining a streetwise appearance, be confident in your body language
- walking without lingering or walking slowly with your head down
- carrying your bag securely and talking to people in a confident manner
- teaching yourself to look people in the eye
- trusting your instincts – if you are feeling unsafe, threatened or nervous, do not ignore it
- building your personal safety habits on your own sense of comfort and security
- if travelling at night on public transport, keep your phone, laptop and/or other expensive items hidden, or use them discreetly so as not to attract unwanted attention

(See <http://www.brisbane.qld.gov.au/community/community-safety/personal-safety> for more information.)

Behaviour Policy / Code of Conduct

To ensure that your educational experience at Protea College is both safe and successful, you as a student are required to meet certain standards of behaviour, as outlined in our Code of Conduct.

The behaviour required of students boils down to two things: respect for others (treat others as you wish to be treated), and common sense.

Behaviour Policy/Code of Conduct/ College Rules

Students and staff at Protea College have a right to work and study in an environment free from harassment, discrimination or threatening behaviour. When enrolling at Protea College, students must agree to accept and abide by policies and procedures, follow rules and regulations, and participate in studies as directed by your program. Compliance with these expectations is required by all students.

Failure to do so may result in cancellation of your enrolment.

- Students must reside within the wider Brisbane area for the duration of their enrolment
- Work towards achieving goals set within training plan and completion by anticipated completion date
- Abide by copyright and plagiarism laws and legislation
- Complete training and assessment activities within agreed timeframes
- Communicate any difficulties with completion of activities or assessment with your Trainer and Assessor
- Respond to communication (emails, phone calls etc.) from Protea College staff
- Attend meetings when requested by Protea College staff
- Inform your Trainer and Assessor in advance of any intended absences, illness or other reasons
- Inform your Trainer and Assessor if you have a medical condition that may affect your participation within a course or affect those with whom you may be training.
- Treat other students and staff with respect so as not to compromise their health, safety, privacy and welfare.
- Contribute to the orderly, effective and safe functioning of Protea College.
- Follow the Occupational Health, Safety and Welfare policies and procedures.
- Comply with all lawful directions given by staff while on Protea College property or engaged in Protea College controlled or sponsored activity.

- Comply with Protea College’s commitment to the prevention and elimination of unlawful discrimination.
 - Abstain from bullying, harassing, and any other unlawful activity or behaviour whilst on Protea College property or engaged in a Protea College controlled or sponsored activity, including the online environment,
 - Access and use only that Protea College property to which they are entitled to have access and are qualified to use and to use it in a careful and responsible way.
 - Pay fees or late assessment fees on the specified date
 - Be a genuine/bona fide student and abide by your student visa requirements

UNACCEPTABLE BEHAVIOUR

- disobeying any reasonable direction by an Protea College staff member
- failure to maintain contact with, and respond to contact by, Protea College
- acting dishonestly when undertaking tests, examinations or reports required for course assessment purposes
- failing to return library or other loaned Protea College property by the required date
- viewing or distributing offensive material via the internet, email or other means
- discrimination, harassment and victimisation
- bullying and intimidation
- racist or sexist comments
- behaving in a disruptive manner, such as swearing, yelling or using offensive language
- using mobile phones during classes
- illegal use of drugs or alcohol
- stealing, vandalising or causing wilful damage to Protea College property
- endangering the safety of yourself or others

- assaulting or attempting to assault anyone while on Protea College premises
- Inappropriate possession of guns, knives or other weapons while engaging in Protea College

activities.

- non-payment of fees
- unsatisfactory course progress

CONSEQUENCES OF UNACCEPTABLE BEHAVIOUR

If your behaviour is disruptive or unacceptable, disciplinary action may be taken against you. A Trainer and Assessor can ask you to leave the classroom or refuse entry to a classroom if your behaviour is disruptive or dangerous. If your behaviour threatens the safety of others, interferes with the duties of staff or other students' study or damages or threatens Protea College property, you may be suspended by the CEO. Information about the grounds on which a student's enrolment may be deferred, suspended or cancelled is provided in this handbook, available on the website or

in print from Protea College upon request.

Academic misconduct

In a study environment, cheating means to act dishonestly in any way so that the Trainer and Assessor accepts what you present as genuinely representing your understanding of, and ability in, the subject concerned. Plagiarism is to copy work without acknowledging the source and is a form of cheating. Protea College will not tolerate

plagiarism or cheating, and a penalty may be imposed if you are accused of either.

It is cheating to:

- Use notes or other resources without permission
- Hand in someone else's work as your own (with or without that person's permission)
- Hand in a completely duplicated assignment

- Take work without the author's knowledge e.g. copying information from the internet without referencing
- Allow someone else to hand in your work as their own
- Have several people write one assessment and hand in multiple copies, all being represented (implicitly or explicitly) as individual work
- Use any part of someone else's work without the proper acknowledgement e.g. referencing
- Steal documents from a Trainer and Assessor.

It is not considered cheating to:

- Discuss assignments with Trainer and Assessors or other students to understand what is required
- Hand in work done alone or with the help of others
- Get help to correct minor errors in spelling, grammar or syntax (sentence construction)
- Discuss assignment requirements and course materials so that you can better understand the subject (this is, in fact, encouraged)
- Submit one assignment from a group of students where this is explicitly permitted or required
- Use other people's ideas where they are acknowledged in the appropriate way, such as referencing using footnotes, end notes or the Harvard system of referencing.

Remember that the integrity of a group project is the joint responsibility of all members of the group. Therefore, if cheating of any kind is found in a group project, all members of the group will be held responsible and will be subject to the disciplinary processes.

PENALTIES

If you are suspected of cheating, the Trainer and Assessor will investigate to establish evidence to support the suspicion. If there is evidence to support the suspicion, the Trainer and Assessor will notify the CEO and set out the concerns to you in writing, requesting a time to discuss the matter. You will have the opportunity to counter the allegations made against you. Once you have provided your information, the CEO may come to one of two decisions:

If it is a minor or unintentional offence and you will need to undergo an alternative form of assessment, such as a short oral assessment, which may involve talking about the work or questioning. The penalty in this case is that you will receive the lowest level of competency or pass for all the learning outcomes being assessed.

If it is a serious offence and you will be deemed not yet competent in the unit. Repeated offences of cheating – minor or serious – will result in failure of the unit plus a record on your student file, together with the reason.

You will be advised of all penalties in writing.

What if I don't agree with the decision? If you are accused of and penalised for cheating and believe that the accusation is unjust, you have the right to appeal against the charge. This appeal must be lodged in writing with the Academic Manager within one week of the penalty being imposed. Please refer to the 'Complaints and Appeals Policy' for details.

If you do not abide by the student code of conduct, your enrolment may be suspended or cancelled. For international students, this may affect your student visa.

Student Code of Conduct

- 1.1. Treat fellow students and Protea College staff with respect at all times;
- 1.2. Obey all reasonable instructions given by Protea College staff;
- 1.3. Do not distract others during class or prevent them from participating in classroom activities;
- 1.4. Do not plagiarise or cheat on your tests, assignments, or classwork;
- 1.5. Behave appropriately while on Protea College property:
 - 1.5.1. Do not wilfully damage or destroy Protea College property or facilities;
 - 1.5.2. Speak in English only while on campus;
 - 1.5.3. Speak at a reasonable volume (i.e. don't yell if it is not required);
- 1.6. Report any concerns about the behaviour or actions of other students or Protea College staff to Protea College management as soon as practicable;
- 1.7. Refrain from smoking while on campus;
- 1.8. Refrain from appearing at Protea College while under the influence of alcohol and/or drugs.

English Language Requirements

Protea College is an **English-language** college. **All** students are encouraged to speak English at **all** times while **on campus**, especially during class.

Staff may ask you to speak English if they hear you speaking another language while on campus. We ask that you comply with their requests.

Deferral, Suspension, or Cancellation of Enrolment

Please see the Protea College Deferral, Suspension or Cancellation of Enrolment Policy, and Protea College Transfer Between Providers Policy (see below) for full details.

Deferral

To defer your studies means to delay the start date of your course *before your course start date has passed*.

Once you have confirmed your enrolment, your studies can only be deferred in the event of compassionate or compelling circumstances (initiated by you), or misbehaviour (initiated by Protea College).

If you are an international student, deferring your studies may affect your student visa.

Suspension

To suspend your studies means to temporarily pause your studies, and then resume at a later date *after your course start date has passed*.

Once you have confirmed your enrolment, your studies can only be suspended in the event of compassionate or compelling circumstances (initiated by you), or misbehaviour (initiated by Protea College).

If you are an international student, suspending your studies may affect your student visa.

Cancellation

If your studies are cancelled you will cease to be a student of Protea College. Cancellation can happen before or after your course start date.

Once you have confirmed your enrolment, your studies may be cancelled by Protea College if you fail to meet course progress or attendance requirements; if you fail to pay your fees on time; or if you breach the student code of conduct. You can also request for your enrolment to be cancelled if you wish to leave Australia, or wish to remain in Australia but no longer wish to study with Protea College. If you wish to transfer to another provider, your request for cancellation may or may not be approved depending on your circumstances (see below).

If you are an international student, cancelling your studies may affect your student visa.

Refer to Policy Below

Transfer to another provider

Refer to Policy Below

See <http://www.immi.gov.au/Study/Pages/changing-courses.aspx> for more information on changing courses or providers.

Complaints and Appeals

Refer to Policy Below

Student Visa Conditions

As an international student, you must comply with all of the conditions of your student visa. Failure to comply with your visa conditions may result in your visa being cancelled. Refer to your visa grant letter for a full list of your visa conditions. You can check your visa details using the Department of Immigration and Border Protection's (DHA) VEVO tool: <http://www.immi.gov.au/Services/Pages/vevo/vevo-overview.aspx>

The following are some general conditions that apply to all student visas:

Maintaining Enrolment

You must remain enrolled in a course registered on CRICOS (<http://www.cricos.education.gov.au>) while on a student visa.

If you wish to transfer to a course at a different level to the one you are currently studying (e.g. from an ELICOS course to a VET course, or from a university course to a VET course), then you must generally apply for a new visa. See the DHA website (www.immi.gov.au) for more information.

If you wish to transfer to another provider before studying six (6) months of your principal course, then you must request that Protea College grant you a release from your studies.

Updating Contact Details

You must ensure that Protea College has your current contact details (including email address, contact phone number, and residential address). You must provide these to Protea College within seven (7) days of arriving in Australia, and update Protea College within seven (7) days of any of your details changing.

Protea College will ask you to confirm your contact details at least once every six (6) months.

Course Attendance Requirements

All Protea College courses have 20 scheduled contact hours per week.

VET Students: Students are encouraged to attend as many classes as possible. Failure to attend regularly may mean you fall behind in your studies, putting you at risk of Unsatisfactory Course Progress.

ELICOS Students: Must attend a **minimum** of **80%** of scheduled classes.

Attendance is constantly monitored. Failure to maintain satisfactory attendance will result:

1. Warning: If current attendance is below required levels but satisfactory maximum possible attendance is still possible.
2. Notice of Intention to Report to DHA: If it is not possible to achieve satisfactory maximum possible attendance. This may result in the cancellation of your visa.

If you have a compassionate or compelling reason for missing class (e.g. illness), please notify Protea College as soon as possible and provide evidence (e.g. a doctor's certificate) so that we can adjust your attendance.

Please see the Protea College Attendance Monitoring Policy for full details of attendance requirements.

Course Progress

Refer to Policy Below

Work

You cannot work until you have commenced your course in Australia. Once your course has commenced you are permitted to work a maximum of 40 hours per fortnight when your course is in session (between the start and end dates on your Confirmation of Enrolment certificate), and unlimited hours when your course is not in session (in the time between your courses, if you are enrolled in multiple courses).

If you are found to be working more than 40 hours per fortnight, DHA may cancel your visa.

For more information on working while studying, see http://www.immi.gov.au/students/students/working_while_studying/.

Important Policies for International Students

1. Course Progress Policy- VET Courses ✓

Introduction

International students on student visas are required to maintain satisfactory attendance and course progress at all times.

Protea College must ensure that it monitors students' attendance and course progress on a regular basis in order to meet its legal obligations and ensure that students are given every opportunity to complete their course successfully.

Legislation

- *National Code 2018*
 - *Standard 8*

Procedures

Protea College will ensure that it has adequate procedures in place to:

- Ensure that the expected duration of the course specified in the students' 'Confirmation of Enrolment' (COE) does not exceed the CRICOS registered duration for the course.
- Ensure that information regarding the Attendance requirements and Course Progress Policy are provided to the student prior to enrolment. Students are also informed of the requirements at the Student Orientation program in the first week of their respective commencement.
- Monitor students' attendance and send reminders, offers of support and/or warnings to students whose attendance is deemed to be unsatisfactory to achieve satisfactory course progress. Protea College will review attendance records at the end of every 5-week study block to identify students at risk of not meeting their course progress requirements.
- Monitor students' course progress and send reminders, offers of support and/or warnings to students whose course progress is deemed to be unsatisfactory; or where Protea College believes that the student is at risk of not meeting the course progress requirements. Protea College will formally monitor progress at the end of every 10-week study period. Protea College will make every attempt to assist the student in completing the course progress requirements within the expected course duration noted on their COE.
- If a student is unable to meet the course progress requirements due to compassionate or compelling circumstances or when implementing an intervention strategy, Protea College will discuss an extension of the eCOE with

the student. If agreed, Protea College will extend the COE via PRISMS and keep a record of the decision in the Student File

- Protea College may allow students to undertake a maximum of 25% of the course via online study; however, the student may not enroll exclusively in online learning during any study period
- Protea College staff will follow the detailed policy outlined below

Templates required

- Sample Academic Intervention letters
- Sample Attendance warning letters
- Notice of intention to report to cancel enrolment

Course Progress Policy

1.0 Purpose and Scope

- 1.1 The purpose of this policy is to ensure that students' course progress is monitored and reviewed, and that TTY Collective Pty Ltd t/a Protea College (Protea College) takes intervention action when a student is at risk of not progressing satisfactorily or completing their course as per the requirements of National Code 2018 (Standard 8).
- 1.2 Protea College is implementing the *DEEWR - DIAC Course Progress Policy and Procedures* for CRICOS Providers of VET Courses for all its vocational courses.
- 1.3 This policy applies to all international students enrolled in any course offered to international students (all CRICOS registered courses).
- 1.4 Protea College will document and implement a detailed policy and process for monitoring the attendance of overseas students in the event that this requirement is set as a condition of Protea College's registration by the regulatory authority. In such an event, Protea College will comply with the requirements outlined in Standard 8.10, 8.11 and 8.12.

2.0 Responsibility

- 2.1 The CEO or delegate is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application.
- 2.3 The manager for each course is responsible for determining the training and assessment strategy for the course. The training and assessment strategy will specify how the course is divided into study periods and the workload for each study period.

3.0 Policy Statement

- 3.1 The progress of each student shall be monitored, assessed, and recorded.
- 3.2 Each student shall be assessed at the end point of each study period and their course progress shall be determined.
- 3.3 An intervention strategy will be implemented to assist students who are at risk of

not making satisfactory course progress.

3.4 Where Protea College has assessed the student as not meeting satisfactory course progress, (after the intervention strategies have been exhausted) Protea College will inform the student in writing of its intention to report the student to DHA and that he or she is able to access the Complaints and Appeals process within 20 working days.

3.5 Protea College shall notify the Secretary through PRISMS within 14 days of the student not achieving satisfactory progress after the appeals process (if actioned) is finalised and upholds the Protea College's decision to report.

3.6 Requirements for achieving satisfactory course progress- A student will be deemed to have achieved satisfactory course progress if he/ she satisfactorily completes and achieves competency in 50% or more of the Units attempted in the study period.

Competency is determined by the Assessors based on the specific competency requirements related to each Unit.

Academic misconduct, such as plagiarism, is not acceptable and the student will be required to resubmit work, if relevant. Additional information on the expected 'Code of Conduct' is available in the 'Code of Conduct' and procedures to handle misconduct is included in the 'Complaints and Appeals Policy'.

3.7 Students at risk - are defined by Protea College as students who:

- have failed to achieve competency in 50% or more of units or prescribed assessments attempted in a study period
- have unsatisfactory performance in class and show very little learning progress
- have unsatisfactory attendance which is deemed to be insufficient to achieve satisfactory course progress by their instructor

4.0 Definitions

4.1 Study period

A study period for courses – 9 weeks (Each college term is 9-week duration).

4.2 Meeting course requirements – satisfactorily completing and achieving competency in more than 50% of units or prescribed assessments in a study period

4.3 Unsatisfactory course progress – failing to satisfactorily complete and achieve competency in 50% or more of units or prescribed assessments in 2 consecutive study periods

5.0 Method

5.1 A failure in 50% or more units in a single study period will trigger a review of academic progress and implementation of an intervention strategy by the College.

5.2 Units that have been completed at the end of a study period and have a final unit result will be evaluated by the student administrator in accordance with the course progress and intervention strategy.

5.3 Where a unit runs for more than one study period, early intervention will be implemented at the end of each term of delivery. If the student has not satisfactorily completed all assessment tasks in that term, they will be deemed as being 'at risk' of failing the unit.

5.4 Early intervention based on assessment task failure is not counted toward formal course progress. Early intervention is only implemented to assist students in achieving satisfactory course progress.

5.5 Failing a unit means being assessed as "Not Yet Competent" for a completed unit.

5.6 Students will be counselled if they have failed any unit in a study period or if they have failed two or more core units in any study period

5.7 Within 10 working days of the completion of a study period the student administrator will review the course progress of all students and identify those students who have failed 50% or more units in the study period.

5.8 Within 10 working days of the completion of a study period all students identified as having failed 50% or more units will be contacted requiring them to attend a course progress interview with the course program manager.

5.9 At any point in the term, if Protea College believes a student is struggling and may not achieve satisfactory progress, an early intervention may be activated. The early intervention requires an interview with the course program manager and strategies identified to assist student to pass the unit.

5.10 At the course progress interview the student may be placed on a Student Monitoring Program with one or more of the following intervention strategies put in place:

- Student attendance timetable drawn up
- Student study time table drawn up
- A fortnightly intervention meeting for the current study period with the course program manager or a delegated person will be scheduled
- A fortnightly academic involvement report requested from each subject instructor
- Advice of course suitability
- Opportunities to be reassessed in tasks or subjects previously failed, or be able

to demonstrate the necessary competency in areas in which they had not previously been able to achieve competency

- Advising students that unsatisfactory course progress in two consecutive study periods could lead to them being reported to DHA and cancellation of his or her visa, depending on the outcome of any appeals process.

5.11 At the fortnightly intervention meeting the following will be reviewed

- Fortnightly attendance
- Fortnightly academic involvement
- Implementation of the study timetable

5.12 All students training plans, results, course progress, and interventions (if any) shall be recorded in the student management system on an ongoing basis.

5.13 If a student fails 50% or more units in two consecutive study periods (after having been on the Student Monitoring Program and interventions put in place) thus failing to meet course progress requirements, then Protea College will notify the student in writing of its intention to report the student for not achieving satisfactory course progress. The student will be informed they have 20 working days to appeal the decision to report via the Complaints and Appeals process. If the appeal is not upheld or the student withdraws from the appeal process, Protea College will report the student to DHA. A copy of all the documents and PRISMS notifications will be put in the student's file.

5.14 During the intervention period, students who fail to maintain 80% attendance, fail to achieve set satisfactory academic progress goals or fail to implement the study timetable may be reported to DHA for unsatisfactory academic progress.

5.15 Students failing to attend the fortnightly intervention meeting without a reasonable excuse may trigger the reporting process to DHA for unsatisfactory academic progress.

5.17 In exceptional circumstances, Protea College may extend the duration of the student's enrolment if he/ she is unable to complete the course within the expected duration. These circumstances are listed below and will be examined on a case by case basis, subject to sufficient supporting evidence being available to Protea College:

- Compassionate or compelling grounds exist
- Protea College has implemented a special intervention strategy to help the student achieve satisfactory course progress, or
- An approved deferral or suspension of study has occurred (based on the Protea College 'Deferral, Suspension and Cancellation Policy').

In circumstances where a student's course duration is approved and changed by Protea College, the student must be notified to contact the Department of Home Affairs to seek advice on the potential impact to their visa, including any visa extensions that may be needed.

6.0 Records

- 6.1 All records related to students' course progress and attendance will be retained in the Student's file for a minimum period of two years after the student ceases to be an accepted student at Protea College.

2. Complaints and Appeals Policy ✓

Purpose

The purpose of this policy is to ensure that complaints and appeals are resolved appropriately and as quickly as possible.

Scope

This policy and procedure applies to all staff of Protea College. Trainer/assessor staff and all staff working with international students in particular should have a clear understanding of this policy and procedure so that they can ensure students are aware of this process.

Principles

Protea College will ensure that:

- All students have access to the complaints policy and procedures and their rights as consumers
- Protea College will maintain the student's enrolment during the complaint process
- The complainant is provided with information about the complaints procedure
- Protea College will respond to any complaint or appeal the overseas student makes regarding his or her dealings with Protea College, its education agents or any related party that Protea College has an arrangement with to deliver the overseas student's course or related services
- All complaints are assessed in a professional, fair and transparent manner
- The complaint process is commenced within 10 working days from the date of complaint
- Due to confidentiality reasons, the number of people involved in the resolution process will be limited.
- Officials involved in any aspect of the process will maintain absolute confidentiality at all times
- The complaint resolution procedure promotes a conciliatory approach using mediation and open communication while acknowledging that in some instances this may be challenging.
- The rights of the complainant and respondent will be protected throughout the complaint resolution process.
- All parties have the right to representation during the complaint resolution process.
- Victimisation of complainants, respondents or anyone else involved in the complaint resolution process will not be tolerated.
- The complainant is provided with a written response including the outcome and reasons for the outcome within 20 calendar days.
- Complainants reserve the right to lodge a complaint with external agencies at any point during the complaint resolution process.
- Retain a written record of the complaint or appeal, including a statement of the outcome and reasons for the outcome for a period of five years after the student ceases to be an accepted student at Protea College.

Definitions

COMPLAINTS – Dissatisfaction with a service offered by Protea College

APPEAL – Dissatisfaction with a decision made by Protea College

Responsibilities

The PEO/RTO Manager is responsible for implementing and ensuring compliance with this policy

Types of complaints

The complaints may be about academic or non-academic matters including, but not limited to:

- Application procedures
- Marketing information
- Training delivery or content
- Trainers, Assessors/ Teachers or other staff
- Assessment methods or assessment content
- Student progress
- Issuing of Awards
- An agent recruiting students for Protea College
- A third party delivering services on Protea College's behalf
- A student or group of students of Protea College
- Discrimination
- Harassment, bullying or victimisation
- Breach of privacy
- Individual conflict arising from perceived inappropriate behaviours
- Fees or other financial matters
- Fines and payments

Complaints Procedure for all academic and non-academic matters

Internal complaints and appeals

The internal complaints and appeals processes are conciliatory and non-legal.

- 1) Complaints against other Students
 - a) Grievances brought by a Student against another student will be dealt with under the College's Behaviour Policy/Code of Conduct.

- 2) Informal Complaints/ Appeals Resolution
 - a) In the first instance, Protea College requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
 - b) Students should continue to attend classes (if applicable) while the complaint is being processed
 - c) Students should contact their Trainer/ Teacher in the first instance to attempt mediation/informal resolution of the complaint.
 - d) If Students are not satisfied with the outcome, they should contact the Training Manager or RTO Manager who will attempt to resolve the matter.
 - e) If the complaint is about the Training Manager or RTO Manager, it can be directly brought to the PEO's attention.
 - f) If the matter cannot be resolved through the informal mediation process, the matter will be referred to the PEO in writing and Protea College's internal formal complaints and appeals handling procedure will be followed.

- 3) Formal Appeals/Complaints Handling Procedure

- a) The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
- b) The Student must notify Protea College in writing of the nature and details of the complaint or appeal.
- c) Written complaints or appeals are to be lodged with the PEO.
- d) Where the internal complaints and appeals process is being accessed by an international Student because the student has received notice by Protea College that the College intends to report him/her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 working days from the date of receipt of notification in which to lodge a written appeal.
- e) Complaints and appeals processes are available to students at no cost.
- f) Each complainant or appellant has the opportunity to present his/her case to the PEO.
- g) Students and / or the College may be accompanied and assisted by a support person at all relevant meetings
- h) The formal grievance process will commence within 10 working days of the lodgment of the complaint or appeal with the PEO.
- i) Protea College undertakes to finalise all grievance procedures within 20 calendar days.
- j) However, should detailed investigation be required, the process may take more than 20 days. The complainant or appellant will be notified of the expected duration of the investigation process should the process take 21-60 days.
- k) If more than 60 days are required, Protea College will advise the complainant in writing, the reasons for why more than 60 days are required. Protea College will regularly update the complainant or appellant of the progress of the matter.
- l) For the duration of the appeals process, the Student's enrolment and attendance must be maintained. If the Student chooses to access Protea College's complaints and appeals process, Protea College will maintain the Student's enrolment while the complaints and appeals process is ongoing
- m) Once the PEO has come to a decision regarding the complaint or appeal, the Student will be informed in writing of the outcome and the reasons for the outcome, and a copy will be retained securely on the Student's file. A copy will also be retained securely in the internal 'Complaints and Appeals Register'.
 - i) If the grievance procedure finds in favour of the complainant, Protea College will immediately implement the decision and any corrective and preventative action required, and advise the Student of the outcome.
 - ii) If the overseas student is not successful in the Protea College' internal complaints handling and appeals process, Protea College will advise the overseas student within 10 working days of concluding the internal review of the overseas student's right to access an external complaints handling and appeals process at minimal or no cost.

4) External Appeals Processes

Overseas Students: If you wish to lodge an external appeal or complain about this decision, you can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas Students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website

www.oso.gov.au or phone 1300 362 072 for more information.

You can complain to the Overseas Students Ombudsman if you believe your provider has not followed the rules correctly or treated you fairly.

The Ombudsman can consider complaints about:

- refusing admission to a course
- fees and refunds
- course or provider transfers
- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by your provider
- Incorrect advice given by an education agent.

The Overseas Students Ombudsman can also investigate complaints about education agents who have an agreement with a provider to represent them in Australia or overseas. You can also complain if a provider has failed to take action or is taking too long to take some action, like not providing your results in the normal timeframe, or not providing services included in your written agreement with the provider.

If you are an overseas Student and you have a complaint about the quality of training and assessment being delivered by Protea College, you may be eligible to submit a complaint to ASQA.

You can also contact your local state & territory consumer protection agency (sometimes called 'consumer affairs' or 'fair trading') can provide you with information about your rights and options.

- 5) Protea College will identify the potential causes of complaints and appeals and take appropriate corrective action to eliminate or mitigate the likelihood of recurrence, for continuous improvement purposes
- 6) Written records of all complaints and appeals and their outcomes will be maintained in the relevant person's file and a copy in the Protea College Complaints Register for a period of two years after the student ceases to be an accepted student at Protea College.

The Complaints Register is to be managed and maintained by the CEO. Complaints must be updated within the register as soon as is possible, no later than two (2) working days after the complaint is received. The outcome of the complaint must be recorded in the Complaint Register soon as possible, no later than two (2) working days after the outcome determined.

The Complaints Register is to be saved electronically in the RTOs management file in the "Complaints" in "Complaint and Appeals."

A review of the complaint is to be undertaken and actions implemented to reduce the likelihood of the same complaint being reported in the future.

3. Refund Policy (International Students) ✓

Fees

All fees must be paid prior to the commencement of the course or as per an agreed payment plan accepted in writing by the Student. All ongoing fees must be paid as invoiced for the course. All fees are payable in Australian dollars. Students will not be permitted to commence or continue their course until all outstanding fees have been paid. Protea College reserves the right to cancel a Student's enrolment for non-payment of fees, where fees are overdue by more than 14 days. Any cancellation of enrolment due to non-payment of fees will be reported to the Department of Home Affairs as prescribed under Section 19 of the *Education Services for Overseas Students Act 2000 (ESOS Act)*.

Protea College reserves the right to change fees at any time, subject to the relevant authority's approval.

Refunds

Refund of the fees will only be granted in accordance with the refund policy set out below.

Application fees are non-refundable under any circumstances, except in the unlikely circumstances where Protea College is unable to provide the course.

Full Refund: Protea College has a fee refund policy for situations where special circumstances exist. We will make a full refund of course fees paid (less administration and application fee charge) in the following circumstances:

- **Visa Not Granted:** Application for a Student visa is unsuccessful: In this case Protea College, reserves the right to retain an administration charge of AUD\$350. Refund of any balance pre-paid course money will be made within 14 days. A request of refund in writing and proof of visa refusal, from the Australian Government must be sent to Protea College upon visa refusal.
- **Provider Default:**
 - In the unlikely event that Protea College is unable to start your course on the agreed starting date, you will be offered a full refund of all the course money you have paid to date. The refund will be paid to you within 14 days from the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by Protea College at no extra cost to you. You have the right to choose whether you would prefer a full refund of the unspent course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.
 - In the unlikely event that Protea College is unable to deliver your course in full, you will be offered a refund of all the unspent course money you have paid to date. The refund will be paid to you within 14 days from the day on which

the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by Protea College at no extra cost to you. You have the right to choose whether you would prefer a full refund of the unspent course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.

If Protea College is unable to provide a refund or place you in an alternative course the Australian Government's Tuition Protection Service (TPS) will assist you with your placement in an alternative course or manage any applicable refunds.

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees

Protea College reserves the right to cancel or postpone any courses prior to their scheduled commencement dates, if necessary. In such circumstances, if a Student is unable to enroll in a similar course at Protea College all fees will be refunded within 14 days.

Partial Refund: Protea College will make a partial refund of any tuition fees **paid** to Protea College *before the Course Start Date* in the following circumstances:

- Withdrawal at least 10 weeks prior to agreed course start date - Full refund of tuition.
- Withdrawal at least 6 weeks prior to agreed course start date - 75% refund of tuition.
- Withdrawal at least 4 weeks prior to agreed course start date - 50% refund of tuition.
- Withdrawal at least 2 weeks prior to agreed course start date - 25% refund of tuition.
- Withdrawal less than 2 weeks prior to agreed course start date - 10% refund of tuition.

In the above circumstances the refunds will be processed within 4 weeks from the date the refund request is received

No Fee Refund

- If a Student withdraws from, cancels or fails to attend a program or course after the start of the program, with the exception of visa refusal, Protea College will not refund any of the fees paid for that program or course. The Student will be required to pay any

outstanding balances for the course. No refund will be issued for any non-tuition fees paid to Protea College. No refunds will be issued for any deposits and payment plan fees paid on additional COEs at Protea College. Any pre-paid fees for future courses within a packaged program will not be refunded after the student has commenced their study at Protea College.

- Refunds for any non-tuition fees received by Protea College on behalf of the Student for ancillary services, such as Overseas Student Health Cover etc. must be requested from the company delivering the service and students will be subject to the respective companies refund policies.
- In the event that an extension to the Student's visa is not granted and the course has commenced a refund will not be issued to the Student for the course duration that has already finished.
- In the event that the Student seeks and is granted approval by Protea College to transfer to another provider prior to completion of six months' study of the principal course, no refund of any course money paid in advance will be granted. Any outstanding fees for the course must be paid prior to release.
- In the event that the Student's enrolment is cancelled because of infringement of Protea College's disciplinary Policy or breach of Student visa conditions or non-payment of fees, no refund of any course money will be granted.

Special Condition for ELICOS students

- *If an ELICOS student's enrolment is changed due to their English placement test on arrival, any excess pre-paid course fees will be credited towards future courses to be undertaken at English In Paradise. No refunds of fees will be made in circumstances where progression into further ELICOS courses is available. In exceptional circumstances, if Protea College is not able to offer a course that meets the student's further ELICOS study requirements, Protea College will refund any excess fees paid in advance for the original course.*

Process for claiming a Refund: *All applications for refunds must be made in writing by completing an 'Application for Refund Form' (available from the Protea College Administration Office) and submitted to the Enrolment Officer. Prospective students who are overseas should contact Student Administration.*

Payment of Refund: All refunds for which a Student is eligible will be forwarded to the bank account nominated in writing by the Student, unless the Student is transferring to another institution in Australia (subject to Visa conditions), in which case any refund may be remitted to that institution, as authorised by the Student or his/her legal guardian (if under 18). Protea College will provide the Student with a statement detailing the calculation of the refund.

Approvals: All refunds must be approved by the Principal Executive Officer (PEO). Exemptions to any of the above mention cases may only occur where the Student has extenuating or compassionate grounds as determined by the PEO.

Appeals: Please refer to Protea College's 'Complaints and Appeals Policy' if you wish to appeal the decision related to your refunds.

***NOTE:** "This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the right of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies".*

Non-payment of fees and debt collection for all Students

Students are required to pay all their course fees as they become due (as per the conditions outlined in the enrolment documentation). Delays in payments incurs a late fee fine. Ongoing delays in payment of College fees may result in cancellation of enrolment. Please refer to the 'Deferment, Suspension and Cancellation Policy' and the 'Payment of Course Fees Policy' for details.

The College reserves the right to utilise the services of a debt-collection agency for the collection of overdue fees, in circumstances where the College's internal processes to collect the fees have not been successful. In such circumstances, costs for full debt collection/ recovery, including costs such as demand letters, skip/trace, solicitor's involvement etc. will be added to the amount outstanding and the Student will be liable for the costs.

4. Transfer between Registered Providers Policy ✓

Introduction

CRICOS providers are restricted from enrolling transferring students prior to the student completing six months of his or her principal course of study, except in certain circumstances. Providers, from whom a student is seeking to transfer, are responsible for assessing the student's request for transfer within the restricted period. It is expected that the student's request will be granted where the transfer will not be to the detriment of the student.

After the first six months of the principal course no restrictions apply.

Key requirements for all sectors

- Registered providers must not enroll a transferring student before the student has completed six months of the student's principal course of study except for the circumstances outlined in Standard 7 of the National Code.
- The restriction applies to any prerequisite courses in a package of courses, as well as the first six months of the principal course.
- When a student wants to transfer before completing six months of his or her principal course, the provider must assess the student's request against its documented transfer policy and procedures.
- Requests can be refused, but the reasons must be consistent with the intent of the standard, the provider's documented transfer policy and given to the student in writing.
- If a provider refuses to release a student or the provider does not respond during the timeframe set out in the policy, the student can appeal through the provider's complaints and appeal process.
- The new provider must have issued a valid enrolment offer for a student's request for a letter of release to be considered.
- A provider must not charge the student for the release.
- Under-18 students must have written confirmation from their legal guardian or parent to transfer. If the student is not being cared for in Australia by a parent or suitable nominated relative, the receiving registered provider must accept responsibility for approving the student's accommodation, support and general welfare arrangements as per [Standard 5](#). The letter of offer must note this responsibility.
- Providers must keep records of requests for release and the process used to make a decision in relation to the request.
- A provider must not enrol a transferring student before the student has completed six months of his or her principal course unless the following exceptions in Standard 7.1 are satisfied.
 - the releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered
 - the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider

- the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS
- any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change.
- Students can apply to transfer before they have completed six months of their principal course.
- The provider must have documented policies and procedures for assessing applications for transfer.
- Providers must accept responsibility for assessing applications to transfer.
- If a student's request for release is refused, the student must be informed in writing of the reasons for the refusal and his or her right to appeal the decision

(Source: <https://www.aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD7.aspx>)

Legislation

- *National Code 2018*
 - *Standard 7*

Transfer Policy

Overseas students are restricted from transferring from their principal course of study for a period of six months. This restriction also applies to any course(s) packaged with their principal course of study.

Transferring to Protea College from another provider

Protea College will not knowingly enroll a student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study except where:

- the releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered
- the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider
- the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS
- any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change.

Transferring from Protea College to another provider

Students can apply for release to enable them to transfer to another education provider.

- Applications for transfer from a student must:
 - Be in writing on the prescribed Protea College's 'Transfer of Provider Form';
 - Relate to and provide details about the student's individual circumstances;
 - Provide details as to the reasons why the application should be approved.

- In order to apply for a release, students must provide a valid enrolment offer from the receiving provider.

Students under 18 years of age MUST also have;

- Written evidence that the student's parent(s)/legal guardian supports the transfer
 - Written confirmation that the new provider will accept responsibility for approving the student's accommodation, support, and general welfare arrangements where the student is not living with a parent(s)/legal guardian or a suitable nominated relative
 - Evidence that the student is always in DHA approved welfare and accommodation arrangements
-
- All applications for transfer will be considered within 10 working days and the applicant notified of the decision. This period may be extended if the applicant fails to provide all relevant information/ documentation, however in such instances Protea College will advise the student of the additional information/documentation required to make the decision.

 - Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Home Affairs office as soon as possible to discuss any implications.
Contact details are:

Tel: 131 881

E: studentvisa@immi.gov.au

Release will be considered on the following grounds:

A release will be granted when Protea College is satisfied that:

- A course is academically unsuitable for the student; or
- The course the student wishes to transfer to better meets the long term goals of the student, whether these relate to future work, education etc; or
- The student has not been able to achieve satisfactory course progress even after

- participating actively in the Protea College academic intervention policy; or
- Compassionate or compelling reasons for the transfer exist; or
- Protea College fails to deliver the course outlined in the written agreement; or
- There is evidence that the student's reasonable expectations about their current course are not being met; or
- The student can provide evidence that he/she was misled by Protea College or its appointed representative regarding the course or Protea College; or
- An internal or external appeal results in a decision or recommendation to release the student.

If the application is successful Protea College will:

- Process the release of the student via PRISMS at no cost to the student
- advise the student to contact the Department of Immigration to seek advice on whether a new student visa is required
- update PRISMS to indicate that the release has been granted against the relevant COE

Release not granted

A release will be refused if a student is unable to provide satisfactory evidence that his/her course does not meet the long-term goals of the student or it is academically unsuitable, or that the student cannot demonstrate compassionate or compelling circumstances for the transfer exit.

Specifically, a release request will not be granted if:

- Protea College forms the view that the student is trying to avoid being reported to the Department of Home Affairs (DHA) for failure to meet the provider's attendance or academic progress requirements (in cases where the student has not fully engaged with the academic intervention opportunities provided by Protea College);
- The transfer may jeopardise the student's progressions through a package of courses; or
- The intended course will not provide adequate preparation for further study, nor be recognised by higher education or VET providers as meeting their entry requirements and the transfer would be detrimental to the student's future study plans.
- Protea College fees for the course that the student is currently enrolled in have not been paid in full. This includes any balance instalment payments applicable to the course. (Students are advised to read the Protea College Refund Policy prior to seeking a release, as any pre-paid fees for future courses within a packaged program will not be refunded after the student has commenced their study at Protea College)

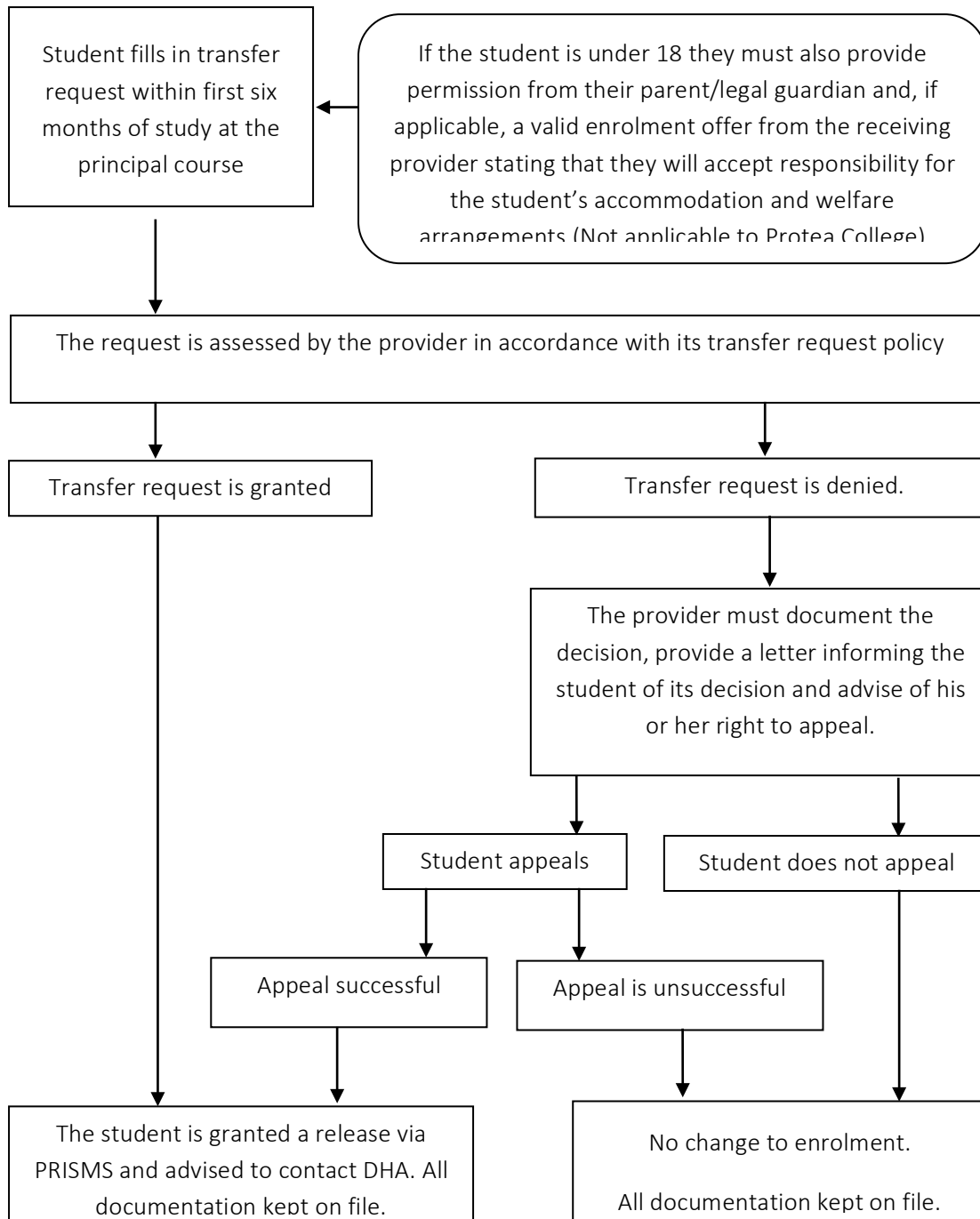
Students whose request for transfer has been refused will be informed in writing of:

- The outcome and the reasons for the decision and the factors taken into consideration given the student's individual circumstances.
- Their right to appeal the decision within 20 working days in accordance with Protea College complaints and appeals policy.

Administrative Actions

- Protea College must not finalise the student's refusal status in PRISMS until:
 - The appeal finds in favour of Protea College; or

- The student has chosen not to access the complaints and appeals process within 20 working days; or
 - The student withdraws from the process.
- All relevant documents related to the release will be retained in the student's file for a minimum period of two years from the date the student ceases to be an accepted student at Protea College.



5. Deferment, Suspension and Cancellation Policy ✓

Introduction

To *defer* or *suspend enrolment* means to *temporarily put studies on hold* (adjourn, delay, postpone). Providers do this by notifying the Department of Education, through Provider Registration and International Student Management System (PRISMS) of the deferment or suspension of enrolment.

A student may request a temporary deferment or suspension to his or her enrolment on the grounds of compassionate or compelling circumstances. A provider may also initiate suspension or cancellation of a student's enrolment due to misbehaviour of the student.

Key requirements for all sectors

- Providers must have documented procedures for assessing, approving and recording a deferment, suspension or cancellation of study. (This relates to [Standard 2.1.8.](#), which requires that students must be informed prior to enrolment of the grounds on which their enrolment may be deferred, suspended or cancelled.)
- Providers must inform the student that deferment, suspension or cancellation of enrolment may affect his or her student visa.
- Should a provider initiate the suspension or cancellation of a student's enrolment, it must notify the student of its intention and allow the student 20 working days to access the provider's internal complaints and appeals process, unless extenuating circumstances relating to the welfare of the student apply.
- If the student appeals the decision to defer, suspend or cancel his or her studies, the provider must not notify the Department of Education of a change to the enrolment status until the internal complaints and appeals process is completed.
- Providers inform the Department of Education, via Provider Registration and International Student Management System (PRISMS) when a student's enrolment is deferred, suspended or cancelled.
- This standard allows providers to grant deferral of commencement of studies or suspension of studies for students who request such a change to their enrolment status *on the grounds of compassionate or compelling circumstances.*
- The standard also allows providers to temporarily suspend the enrolment of students *due to misbehaviour of the students.* Misbehaviour of students can also be grounds for cancellation of studies as long as the student was informed of this prior to enrolment. (See [Standard 2.1.8](#))

Legislation

- *Education Services for Overseas Student Act 2000*
 - *Section 19*
- *National Code 2018*
 - *Standard 9*

Deferral, suspension and cancellation policy

Deferring or temporarily suspending your enrolment

Students wishing to defer or temporarily suspend their enrolment may only do so when there are compelling or compassionate circumstances. Compelling or compassionate circumstances may include, but are not limited to:

- Serious illness
- Serious illness or death of a family member necessitating a return to the student's home country
- Serious injury
- Major upheaval in home country requiring student to return home
- Natural disaster
- Unavailability of courses
- Visa delay

Students must submit the prescribed Protea College form to Administration requesting to defer or temporarily suspend their studies, together with documentary evidence verifying their situation (for example, a medical certificate). Protea College will assess the application and make a decision within seven business days. Suspension of studies is allowed for a maximum period of 8 weeks. If an international student's application for deferral or suspension is approved, Protea College will notify the Department of Home Affairs (DHA) through the Department of Education's (DoE) reporting system PRISMS.

Deferral prior to commencement

Students may request a deferral prior to course commencement. Student must complete

“Application to Defer Start Date Form’ and submit it to the Administration officer.

When the deferral is processed and approved the student will receive a revised eCOE.

Cancelling your enrolment

Students wishing to cancel their enrolment must complete a ‘Withdrawal Form’ or ‘Transfer of Provider Form’ with all supporting documentation attached. The student will receive notification in writing of the result of the request. If the student has not completed the first six months of their principal course they must provide a letter of offer from an alternative provider therefore complying with the conditions of Standard 7 of the National Code. See policy on Transfer between Providers.

Suspension or cancellation of enrolment by Protea College

Protea College has the right to cancel or suspend a student's enrolment in the following circumstances:

- If a student submits fraudulent documents to gain admission to Protea College
- If a student does not maintain satisfactory course progress in accordance with the Course Progress Policy for international students
- If a student fails to attend formal academic intervention meetings set up to assist with course progress
- If a student does not maintain satisfactory attendance in accordance with the Attendance Policy for international students
- If a student does not pay the required tuition or non-tuition fees as per the Written Agreement
- If the student behaves in a way which could potentially bring the College into disrepute
- If a student behaves in a way that is a threat to their own health and safety and/or a threat to the health and safety of another student or staff member.
- If the student has received two formal warnings from the College for disobeying College rules. A formal warning will be issued if a student:
 - i) Disobeys any College rules as set out in the Student Handbook
 - ii) Fails to attend formal academic intervention meetings
 - iii) Does not abide by the email and Internet rules as stipulated by the College
 - iv) Engages in any form of harassment (racial, sexual or verbal) or bullying towards another student or staff member
 - v) Misuses or willfully damages Homestay or College facilities, equipment or property.

PLEASE NOTE: Deferring, suspending or cancelling your enrolment may affect your student visa. You must seek advice from the Department of Home Affairs on the potential impact on your visa.

Students are required to pay all fees due during their temporary suspension or deferral period, as per the payment plan outlined in the Letter of Confirmation of their enrolment.

Appeals

1. Protea College will notify the student in writing of its intention to cancel or suspend their enrolment, including the reasons for the cancellation or suspension.
2. Students have the right to appeal any decision to cancel or suspend their enrolment. This appeal must be made in writing to the CEO of the College within 20 working days from the date of the intention to cancel or suspend notice. Students should refer to the College's complaints and appeals procedures, if they wish to lodge an appeal.
3. *If the student accesses the Protea College internal complaints and appeals process, the suspension and cancellation of the student's enrolment cannot take effect until the internal process is completed, unless the student's wellbeing or the wellbeing of others is likely to be at risk.*

4. Upon completion of any appeals process (where relevant) or upon the expiry of the 20 day appeal period (in the event the student does not appeal), if an international student's enrolment is suspended or cancelled, Protea College will notify the Department of Home Affairs (DHA) through PRISMS, the Department of Education's reporting system.

IMPORTANT

Timeframe for reporting changes in enrolment via PRISMS: As required under Section 19 of the ESOS Act, Protea College must notify DHA through PRISMS within 14 days from the date of deferment, suspension or cancellation.

Record Keeping

All records related to deferment, suspension and cancellation, including records of decisions must be retained for a period of two years after a student ceases to be an accepted student at Protea College.

6. COMPLETION WITHIN THE EXPECTED DURATION OF STUDY POLICY

TTY Collective Pty Ltd t/a Protea College will monitor the enrolment load of students to ensure they complete the course within the duration specified in their CoE and do not exceed the allowable portion of online or distance learning. TTY Collective Pty Ltd t/a Protea College will only allow students to extend the expected duration of study for the course through the issuing of a new CoE in limited circumstances.

TTY Collective Pty Ltd t/a Protea College adheres to its policies and procedures for monitoring the progress of each student to ensure that at all times the student is in a position to complete the course within the expected duration as specified on the student's CoE. In monitoring this enrolment load, TTY Collective Pty Ltd t/a Protea College will ensure that in each compulsory study period for a course, the student is studying at least one unit which is not by distance or online learning.

TTY Collective Pty Ltd t/a Protea College will monitor student's progress closely using the Course Progress Policy and will take action where required to ensure that the student can complete a course within the expected duration as specified on the Coe. Please refer to the Course Progress Policy to identify how the student's loads will be monitored and what actions TTY Collective Pty Ltd t/a Protea College will take to keep students on track.

TTY Collective Pty Ltd t/a Protea College does not offer online or distance learning to its students.

TTY Collective Pty Ltd t/a Protea College will only extend the duration of the student's study where it is clear that the student will not complete the course within the expected duration, as specified on the student's CoE, as the result of:

- a. compassionate or compelling circumstances (examples below), supported by demonstrable evidence
- b. TTY Collective Pty Ltd t/a Protea College has, or is in the process of implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress, or
- c. an approved deferment or suspension of study has been granted according to the Deferment, suspension and cancellation policy.

Compassionate and compelling circumstances are generally beyond the control of the student and have an impact on the student's course progress or wellbeing. These could include but are not limited to:

- Serious illness or injury, where medical certificate states that the student was or will be unable to attend classes;
- Bereavement of close family members such as parents or grandparents (where possible death certificates should be provided);
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- 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 student (these cases should be supported by police or psychologists' reports); or
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

In addition to the above for the purpose of Standard 8.16 of the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*, the following additional situations can also be considered "compelling" circumstances and could support the granting of an extension of the duration of a student's study:

- if the student has failed occasional units throughout the course, but had not done so poorly as to be picked up by the provider's intervention strategy for course progress (TTY Collective Pty Ltd t/a Protea College will have to document the findings of the monitoring process and the decision to extend the student's duration of study in order to complete the course)

Where there is a variation in the student's enrolment load which may affect the student's expected duration of study, then TTY Collective Pty Ltd t/a Protea College will record this variation and the reasons for it on the student file. TTY Collective Pty Ltd t/a Protea College will then correctly report the student via PRISMS and/or issue a new CoE when the student can only account for the variation/s by extending his or her expected duration of study.

Except in the circumstances noted above, the expected duration of study specified in the student's CoE must not exceed the CRICOS registered course duration.

PROCESS FOR EXTENDING THE DURATION OF STUDY

IMPORTANT: Students are advised that if their course duration is extended, they MUST seek advice from the Department of Home Affairs regarding the potential impact on your visa, including the need to obtain a new visa.

To extend a student's enrolment, the student must apply for the extension in writing to **Chief Executive Officer** explaining the justification to their application. All records of the consideration and approval or rejection of the application to extend the visa are to be retained on the student file.

The ***Chief Executive Officer*** shall review the application along with trainers/assessors and other relevant members of staff and make an informed decision. Rejection of the application shall be discussed with the student and where appropriate, the student may appeal the decision as defined in our procedures.

The Student shall be advised of the outcome in writing.

Where a student's enrolment is extended, DHA will be notified via PRISMS of the extension.

7. Privacy Policy ✓

Introduction

Purpose

Australian College of Technology and Business is required to collect, use, store and disclose a range of personal information on students, employees and a range of other stakeholders. Australian College of Technology and Business is committed to maintaining the privacy and confidentiality of all student and personnel records. Australian College of Technology and Business complies with the Privacy Act 1988 (C'Wlth), including the 13 Australian Privacy Principles (APP) as outlined in the Privacy Amendment (Enhancing Privacy Protection) Act 2012 (C'Wlth).

Scope

This policy applies to all students, employees and contractors.

Responsible Parties

The is responsible for the control and issuance of this policy.

Policy

1. Open and transparent management of personal information

- a. The RTO will publish this policy on its website
- b. The policy will be included in to RTOs student handbook, staff handbook and made available on request.

2. Anonymity and pseudonymity

- a. Individuals have the option to not identify themselves when dealing with the RTO, for example when requesting information on a course, website enquiries or anonymous complaints/feedback.
- b. Individuals who wish to undertake nationally recognised training with the RTO will be required to disclose information of a personal nature as outlined in this policy.

3. Collection of solicited personal information

- a. The RTO will collect information you provide on enrolment into a nationally accredited course or on commencement of employment with Australian College of Technology and Business. The RTO may also collect information you provide on websites, enrolment forms, course materials and assessments.

- b. The RTO may sometimes collect information, with your consent, from your employer, a job services provider or other organisations where students may engage in placement for training and assessment purposes.
- c. The RTO collects information of a personal and sometimes sensitive nature. Information the RTO collects may include: Full name, date of birth, residential address, contact details, demographic information, ability/disability, employment details, educational background, indigenous background, concession status language, literacy and numeracy skills and educational/course progress. The RTO may also collect information on your next of kin or parent/guardian.

4. Dealing with unsolicited personal information

- a. The RTO only collects, uses and stores information which is directly related to the provision of training and assessment (for students) and information directly related to the employment or engagement of contractors (for employees and contractors).
- b. Information which is received that is not related to training and assessment or employment with Australian College of Technology and Business is destroyed in a safe and secure manner.

5. Notification of the collection of personal information

- a. Students and employees are notified when information is collected or sourced from third parties. Such notifications are expressed in enrolment forms, assessment tools and other written documents or implied in such circumstances such as workplace observations.

6. Use or disclosure of personal information

- a. The RTO only uses information for the provision of training and assessment and is required to disclose this information to a number of organisations such as:
 - i. Registering bodies such as the ASQA (National), VRQA (Victoria) or TAC Western Australia),
 - ii. Government funding bodies in each state and territory and/or Commonwealth Government
 - iii. Apprenticeship Centres,
 - iv. Employers and Job Services Providers,
 - v. External auditors and our consultants,
 - vi. The Australian Taxation Office,
 - vii. Other entities required by law and in accordance with the Privacy Act 1988.
- b. The RTO will not disclose any personal or sensitive information to a third party except for the direct provision of training and assessment or in emergency and life threatening situations.
- c. In addition, Protea College may release Information collected about you throughout your enrolment as required under law and in order to meet our obligations as a CRICOS Registered Training Organisation, to the Commonwealth Government, including the Tuition Protection Scheme (TPS) and/or designated State and Territory agencies, including the Department of Immigration; or legal institutions, in accordance with the Privacy Act 1988.

7. Direct marketing

- a. Your personal information will never be sold to any marketing company or third party,
- b. The RTO may use your personal information to market directly to you only for the provision of further training and assessment with the RTO.
- c. The RTO will only use your information if you have provided consent to use your information for this purpose and you have opted-in to this type of communication,

8. Cross-border disclosure of personal information

- a. The RTO will not disclose your personal information to any entity outside of Australia unless you have provided your express written consent,
- b. All records will be kept in Australia,

9. Adoption, use or disclosure of government related identifiers

- a. The RTO is required to collect, in some circumstances, government related identifiers. The RTO will not use these identifiers for any reason or purpose except for the explicit reason it is required (eg. Concession numbers, Tax File Numbers, Drivers Licence Number, etc) and will not use these numbers as an identifier of individuals.
- b. The RTO will only disclose government related identifiers where required by law or express consent has been given to disclose this information,

10. Quality of personal information

- a. The RTO collects information and ensures it is accurate, up to date and complete,
- b. The RTO will take all reasonable steps to ensure that the information provided from individuals is correct and any third party information received can be verified for accuracy, currency and completeness.

11. Security of personal information

- a. All personal and sensitive information is kept safe and secure at all times, only people who are authorised may access this information,
- b. Personal and Sensitive information is protected from unauthorised access, interference, misuse, loss, modification or disclosure.
- c. Destruction of personal and sensitive information is carried out by commercial document destruction companies or secure shredding or secure electronic deletion,

12. Access to personal information

- a. Individuals may request copies of information which is kept about them at any time free of charge. The RTO may charge for printing and postage in some circumstances.
- b. All requests for access to personal information must be in writing and the individual must be able to identify themselves and verify their identity prior to any information being disclosed,
- c. All requests must be made to the CEO

13. Correction of personal information

- a. Individuals who feel that the information the RTO uses and stores is inaccurate or incomplete may request to have the information updated and corrected. Such corrections must be in writing.

Legislation Includes

- The Privacy Act 1988 (C'Wlth)

- The Australian Privacy Principles (APP), 2014 (C'Wlth)

8. Access to Personal Information Policy ✓

Introduction

Students of Protea College can request access to records of their own personal details, training participation, course progress, assessment and certification at any time

Please refer to Privacy Policy for detailed information

Key legislation

- Privacy Amendment (Enhancing Privacy Protection) Act 2012
- Privacy Act 1988 (Privacy Act) including the Australian Privacy Principles
- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations (RTOs) 2015
- ESOS Regulations 2001 Clause 3.06

Procedures

- a. Access by Students to their personal records is available upon request to the Administration staff.
- b. Students are required to send an e-mail requesting for information or change to their personal details.
- c. The Administration Staff will conduct an identification check to verify the Student
- d. Access to the Student file will be granted only after the administration staff has verified the Student's identification.
- e. Access will be provided within 2 working days, or earlier if practicable
- f. There is no fee for accessing personal records.

9. Recognition of Prior Learning and Credit Transfer Policy ✓

TTY Collective Pty Ltd t/a Protea College (Protea College) has a policy of appropriately recognising students past learning, completion of Australian Qualification Framework qualifications issued by another RTO through credit transfer and through Recognition of Prior Learning for other experiences.

Purpose

The purpose of this procedure is to ensure all students are offered and where evidenced granted credit transfer and recognition of prior learning prior to enrolment.

Scope

This procedure applies to any staff involved in the processing of marketing, taking student enrolments, responding to student inquiries, administrators of the Credit Transfer and Recognition of Prior Learning (RPL) process and Trainers/Assessors.

Credit Transfer

All Australian Qualification Framework (AQF) Qualifications and Statements of Attainment issued by other Registered Training Organisations will be fully recognised by Protea College unless prevented by licensing or regulatory requirements.

Credit Transfer Procedure

1. The CEO is to ensure that student information and relevant marketing material contains advice that Protea College will recognise AQF Qualifications and Statements of Attainment issued by other Registered Training Organisations.
2. The CEO is to ensure that the Staff Handbook includes appropriate references to credit transfer and reinforces this policy during Staff orientation/induction sessions.
3. Participants are required to complete a Release of Information Form, which will allow Protea College to verify the Qualifications and/or Statement of Attainment with the issuing RTO.
4. The CEO is to verify the AQF Qualifications and/or Statement of Attainment presented for recognition by contacting the issuing Registered Training Organisation.
5. Participants seeking credit transfer for Qualifications or Statements of Attainment awarded by another Recognised Training Organisation must present the original documents for sighting and a certified copy of original documents. Copies of the Qualification or Statements of Attainment which have been verified with the issuing RTO are to be kept on the individual Participant's file.
6. Verified AQF Qualifications and Statements of Attainment are to be fully recognised and appropriately recorded on the students' file.

7. AQF Qualifications and Statements of Attainment unable to be verified will not be recognised and the student will be asked to provide further verifiable evidence if possible.
8. Non-verified claims for Credit Transfer are to be recorded on the individual student's file, together with details of any requests for further information and/or counseling undertaken.
9. The RTO will not provide Credit Transfer for a fully qualification issued by another RTO.

Recognition of Prior Learning (RPL)

RPL is the process of formal recognition for skills and knowledge gained through previous learning such as:

- Life experiences
 - Previous formal learning
 - Employment
 - Recreational or personal interests
1. All students are to be made aware of the Protea College policy on RPL prior to enrolment
 2. RPL is available for limited courses only for international students
 3. During orientation all students are to be advised of the procedures for applying for RPL
 4. Applications for RPL are to be made on the appropriate form and submitted to the Assessor together with all relevant supporting information for assessment.
 5. The CEO will review each application and a decision will be made as to whether RPL can be granted.
 6. If such a decision cannot be made then the applicant may be required to provide more information, e.g. more details, verification of experience, etc.
 7. The applicant may be invited to attend an interview with an RPL Assessor and/or industry expert and may be accompanied by his/her employer or support person.
 8. An initial assessment and/or a request for further information will be made within fourteen (14) working days of the receipt of the application.
 9. An applicant may appeal against a decision in accordance with the Complaints and Appeals policy.

Administration of credit transfer and Recognition of Prior Learning resulting in shorter course duration

Applications for Credit Transfer or RPL should be submitted either before a student enrolls at or by the end of the first term of study.

These applications will only be accepted if:

- The student is enrolled in an approved course of Protea College; and
- The appropriate fee has been paid; and

- The application is made in the first term of study at Protea College

If Protea College grants the student course credit which leads to a shortening of the student's course before the student visa is granted, the CoE will indicate the actual net course duration for the course.

If the course credit is granted after the student visa is granted, the change of course duration will be reported to DHA via PRISMS within 14 days after the event as specified under Section 19 of the ESOS Act.

If the College grants RPL or course credit to a student, Protea College will give a written record of the decision to the overseas student to accept and retain the written record of acceptance for two years after the overseas student ceases to be an accepted student.

Visa Implications for International Students

Students are advised that the grant of RPL/Credit Transfer may result in a shortening of their enrolment duration and may impact on their student visa.

For international students studying in Australia, when the granting of RPL/ course credit leads to a shortening of the student's course, the College will:

- in cases where RPL/ course credit is granted before the student visa grant, indicate the actual net course duration (as reduced by RPL/ course credit) in the confirmation of enrolment issued for that student for that course, or
- in cases where RPL/ course credit is granted after the student visa grant, report the change of course duration via PRISMS under section 19 of the ESOS Act. In these circumstances, a new confirmation of enrolment will be issued.

