



International Student Handbook

Sydney, Australia

Level 2, 15 Blue Street, North Sydney NSW 2060

(02) 9089 8629

team@cc.nsw.edu.au

RTO Code: 45336

CRICOS Provider: 03674M

International Student Handbook

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WELCOME

The purpose of this Handbook is to provide you with all the information that you need to know about studying with Centennial College.

The first part of this Handbook provides you with all the information you need to know about applying for a course, your visa and arriving in Australia, including important information such as working in Australia and your accommodation.

STUDYING THROUGH CENTENNIAL COLLEGE

Centennial College aims to provide courses which are:

- Practical
- Informed by industry needs
- Flexible
- Affordable
- Delivered by friendly, professional and supportive staff

OUR OBLIGATION AS YOUR RTO

As a Registered Training (RTO) and CRICOS Education Provider registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards for RTOs 2015, which are part of the VET Quality Framework, as well as the Education Services for Overseas Students Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code).

To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well. This includes our training partners, marketing brokers and salespeople where applicable.

As the RTO we have the responsibility to issue your AQF certification documents in line with our issuance policy as outlined in this Handbook.

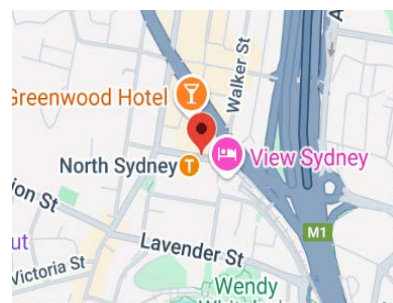
If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

Studying Location in Sydney

Address: Level 2, 15 Blue Street, North Sydney NSW 2060

Tel: (02) 9089 8629

Email: team@cc.nsw.edu.au



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CONTACT INFORMATION AND EMERGENCY CONTACTS

Centennial College Main Contact Details

Address: Level 2, 15 Blue Street, North Sydney NSW 2060

Phone: (02) 9089 8629 Email: principal@cc.nsw.edu.au

Urgent after hours support: Phone: 0401 050 515

International Student Support Officer: Weijuan LIU

Phone: (61) 421 316 672 Email: team@cc.nsw.edu.au

Principal/Director of Studies (Academic Support): James Yoon KIM

Phone: (61) 401 050 515 Email: principal@cc.nsw.edu.au

Emergency Telephone Numbers:

Police, Fire, Ambulance – Dial 000

Department of Home Affairs

Phone 131 881 9am – 5pm Monday to Friday

Hospitals

Royal North Shore Hospital

Reserve Rd, St Leonards NSW 2065

Phone: (02) 9926 7111

Sydney Hospital and Sydney Eye Hospital

8 MacQuarie Street SYDNEY NSW 2000

Phone: (02) 9382 7111

Nearest Police Station

North Sydney Police Station

273 Pacific Hwy, Crows Nest NSW 2065

Phone: (02) 9956 3199

LOCAL AMENITIES

Local Medical Centres:

North Sydney Family Doctors

Shop C12B/90 Pacific Hwy, North Sydney NSW 2060

Phone: (02) 8313 0680

North Sydney Plaza Medical Centre

Suite 303/83 Mount St, North Sydney NSW 2060

Phone: (02) 9923 1122

North Sydney General Practice

Shop 1/245 Pacific Hwy, North Sydney NSW 2060

Phone: (02) 9009 7715

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Transport:

Trains

The City Circle provides access to all the main city stations. This service starts at Central Station (platform 17 clockwise, platforms 20 or 21 anti-clockwise) and loops through Town Hall, Wynyard, Circular Quay, St James, Museum and back to Central. Also, Martin Place station is on the Eastern Suburbs Line and is in the middle of the City Circle.

Sydney Trains are to be used with an opal card, and you must tap on and off at your departing and arriving stations. Sydney trains are double-decked.

For more information including network maps and timetables visit - <http://www.sydneytrains.info/>

All information relating to transport around Sydney is the <https://transportnsw.info/#/> website.

This site contains a trip planner as well as all the timetables for all the transport modes. It also provides links to attractions with relating transport information, and useful information about major events and links to all the other websites mentioned on this page. The trip planner, timetable and latest transport news are also available via WAP on the mobile phones.

You can also call the Transport Infoline for help and information on 131 500, they will also take any feedback or comments relating to the transport system in Sydney.

For iPhone or Android applications download the free TripView or NextThere apps. The app is free and self explanatory. It taps into the live GPS signal and you can see where all modes of public transport are in 'real time'.

Local taxi companies

Silver Service

<https://www.silverservice.com.au/>

Phone: 133 100

Premier Cabs Taxi Service Pty Ltd

<https://www.premiercabs.com.au/>

Phone: 133 10 17

Public Facilities:

Post Office

92 Pacific Hwy, North Sydney NSW 2060

Phone: 13 13 18

Opening hours* Mon - Fri 9:00am - 5:00pm

Saturday and Sunday Closed

Different operating hours may apply on public holidays.

ATMs

Precinct ATM

Address: 34 Blue St, North Sydney NSW 2060

Telephone: 13 28 67

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Libraries

Stanton Library

- 234 Miller St, North Sydney NSW 2060 · (02) 9936 8400

Opening hours

- Monday to Thursday: 9am to 8pm / Friday: 9am to 6pm
- Saturday/Sunday: 10am to 5pm

State Library New South Wales

- Macquarie St, Sydney NSW 2000

Facilities:

- Free wi-fi
- Accessible bathrooms
- Free computer use
- Baby change facilities
- Printing and photocopying
- Lockers
- Study rooms
- Venues for hire

Opening hours:

- Monday to Thursday 9 am to 8 pm
- Friday 9 am to 5 pm
- Weekends 10 am to 5 pm

Stationary Shop

Officeworks: 242 Pitt St, Sydney NSW 2000 Phone: (02) 8267 5300

COURSES PROVIDED BY CENTENNIAL COLLEGE

Centennial College offers the following courses, please click the link to view more information on the course page of our website:

- BSB30120 Certificate III in Business
- BSB40520 Certificate IV in Leadership and Management
- BSB50420 Diploma of Leadership and Management
- BSB60420 Advanced Diploma of Leadership and Management
- FNS40217 Certificate IV in Accounting and Bookkeeping
- FNS50217 Diploma of Accounting

ADMISSIONS AND ENROLMENT

Centennial College accepts applications from all students who meet the entry requirements published in the course information. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting at a later date.

To apply to enrol in a course, please contact us to express your interest. You will be sent a Course Outline as well as an Enrolment Form to complete. You will also need to provide evidence that you meet the Entry Requirements of the course (as indicated on the Course Outline) such as verified copies of qualifications, identification including your passport, schooling and evidence of English Language level (within the last 2 years) such as IELTS or TOEFL.

If you are applying for Credit (VET students only) you should indicate this on your enrolment and supply certified copies of your transcripts so we can assess your application for Credit. See the section on Credits in this Handbook below.

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Once you have completed your enrolment form and gathered all the necessary evidence, send it to principal@cc.nsw.edu.au or Level 2, 15 Blue Street, North Sydney NSW 2060 You will be contacted within 10 days to discuss your suitability and arrange an Entry Interview if your application is progressing. At the Entry Interview you may be required to undertake a Language, Learning and Numeracy assessment to assess your suitability and support needs.

If your application is approved you will be provided with a Written Agreement that outlines the Terms and Conditions of your enrolment with Centennial College. **You must keep a copy of this for your own records.**

You will then be required to pay your enrolment deposit and provide any additional evidence before finally receiving your electronic Confirmation of Enrolment letter (eCoE) as well as further information about your first training session and anything you need to bring or prepare prior.

UNIQUE STUDENT IDENTIFIER (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognized training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must either:

- Provide us with your USI, or
- Provide us with permission to access or create your USI on your behalf.

If you are providing us with permission to access or create your USI we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

If you would like to create your own USI, please visit: <http://www.usi.gov.au/Students/Pages/default.aspx>

We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.

For information about exemptions for individuals please review this webpage: <https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-individuals/how-apply>

VISAS

Once you receive your electronic Confirmation of Enrolment, you will need to apply for your visa. Information about applying for a visa can be found at:

<https://www.homeaffairs.gov.au/>

This document explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, permission to work, Overseas Student Health Cover and charges associated with the visa application. You may wish to use a registered migration agent to assist you with the process of applying for a course to arrival at Centennial College and including assistance with visas. Contact us for details of the education agents that we use.

Ensure that you allow enough time between lodging your application and the start of your course, as applying for a visa can be a lengthy process.

If your visa is not approved, you will receive a full refund for the fees that you have paid.

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VISA CONDITIONS

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa.

Conditions include (but are not limited to) that you must:

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study.
- Only work if you have been given permission to do so as part of your visa grant.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE.
- Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution.

ARRANGING TRAVEL AND DOCUMENTS TO BRING

Costs of travelling to Australia are not included in your course fees and you will need to arrange and pay for your travel to Australia. You should plan to arrive in Sydney at least 2 weeks before your course orientation to give you time to settle in.

You will need to prepare a folder of official documents to bring with you to Australia including:

- Valid passport including a valid student visa
- Your Confirmation of Enrolment (CoE)
- Insurance policies
- Original or certified copies of documents such as your birth certificate, medical records and educational qualifications as advised by Centennial College at the time of confirmation of enrolment.

If you are travelling with your family you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

ENTRY INTO AUSTRALIA

When you arrive in Australia, you will need to show your passport and incoming passenger card at a Customs and Immigration checkpoint. You may be asked questions about your stay before your passport is stamped and handed back

Once you have passed through the Immigration checkpoint, you should collect your bags ensuring that you check your baggage and check that nothing is missing or damaged. If something is missing or you notice damage, go to the baggage counter and advise them of your problem. Staff at the baggage counter will help you to find missing baggage or lodge a claim for damage to your belongings.

Once you have your luggage you will go through customs where your luggage may be checked. Australia has strict quarantine laws to stop people from bringing in certain food and plant items. You should declare any items that you are bringing in on the form given to you on the plane. If customs officers decide that the item you are bringing in are not safe, they will be confiscated and destroyed. If you fail to declare or dispose of any

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quarantine items, or make a false declaration, you may receive a fine or be prosecuted. All international mail is also screened and checked by customs.

If you want further information, visit the Australian Department of Agriculture and Water Resources *Travelling to Australia* website at www.agriculture.gov.au/travelling

ARRIVING IN AUSTRALIA

Getting from Location airport to your accommodation

Sydney International Airport

Located 8 km (5 min) south of Sydney city centre, in the suburb of Mascot.

Transport options for leaving the airport are here: - <https://www.sydneyairport.com.au/airport-guide/arriving/international/transport-options-international>

International Student Welcome Desk:

The welcome desk is staffed by local and international student volunteers through a work integrated learning program. The volunteers greet students and offer orientation advice including maps and information about accommodation and transport. iPads on the desk also offer information and will direct students to StudyNSW's website <http://www.study.sydney>

Location: Beside the Airport Ambassador's desk in Arrivals Hall A International Terminal.

Hours: During peak periods the desk is open from 7-11am and from 6-10pm, 7 days a week. Outside of the semester intake period the desk will be open on Friday, Saturday and Sunday from 7am-12pm.

Keeping in contact

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. For safety reasons, always let someone know where you are.

Arranging your finances

The currency of Australia is the Australian Dollar. Ideally, you should change your money into Australian dollars before you arrive but if you haven't you will need to change some as soon as you arrive – you will usually be able to do this at the airport.

Once you have arrived into Sydney you can also change more money into Australian dollars at any bank or currency exchange. Note, however, that banks are not open on the weekend and while airport currency exchanges are generally open, the rate is usually not as good as with a bank.

You should not carry large sums of money with you and it is best to only have the money that you will need for the first few days and then arrange to have the rest of the funds transferred to you in Australia.

The amount you will need to bring with you will depend on whether you have already paid for your accommodation before you arrive. Think about how much money you will need to last you for a couple of weeks.

Find out more about money matters by visiting <http://www.studyinaustralia.gov.au/en/Living-in-Australia/Money-Matters>

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LIVING IN AUSTRALIA

Read this article for an insight into living in Australia <http://insiderguides.com.au/first-weeks-australia/>

Tips and resources

For guides relevant to living in Sydney have a look at these free resources:

<http://insiderguides.com.au/international-student-guides/>

ACCOMMODATION

It is best to book temporary accommodation before you arrive and look for long-term accommodation once you get to Australia.

Temporary accommodation could be a hotel or hostel or similar such as a serviced apartment or a bed and breakfast (usually a converted private residence which may be inside someone's home or not).

Temporary accommodation can be found and booked through the following websites:

- Hotels: <https://www.trivago.com.au/australia-563/hotel>
- Bed & Breakfasts www.airbnb.com.au/Australia
- Serviced Apartments - <https://www.serviced-apartments.com.au/>
- Hostels Australia <http://hostelsaustralia.com.au/>

There are a range of long-term accommodation options for international students. For example:

Student Accommodation

Shared accommodation specifically for international students. Generally includes a range of amenities for residents, such as quiet study areas and social spaces and enables students to meet and live with other international students.

- <https://unilodge.com.au/>
- <http://urbanest.com.au/>
- <http://www.student-accommodation.com.au>

Private rental

A private rental is where you sign a lease for a whole apartment or house. The lease will include the rent payable, the bond (a refundable amount once you leave the rental), the length and type of tenancy, and other conditions and rules.

Search private rentals here: <https://www.realestate.com.au/rent>

Your rights as a tenant

It is important to remember that as an international Student, you have the same renting rights as local residents. Review the information below about renting and tenants' rights below:

Fair Trading NSW: http://www.fairtrading.nsw.gov.au/ftw/Tenants_and_home_owners/Renting_a_home.page

Share house

A share house is when you share a private rental with friends or housemates. All tenants are listed on the lease and pay their own share of rent and bond. Some helpful tips can be found here:

<https://flatmates.com.au/info/legal-introduction>

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- <https://flatmates.com.au/> Connects people wanting to share accommodation with others, includes people listing their spare rooms and those wanting to team up with others to start a lease.

Boarding or homestay

Boarding or homestay is when you rent a room in a home, and live with the home owners. This is a private agreement between you and the home owner.

Homestay:

- <https://www.homestay.com/australia/> -

BRINGING YOUR FAMILY WITH YOU

If you intend to bring your family with you, they will also need to have a visa and be covered by health insurance. Family members include your partner (married or de facto) and your children under 18 years of age. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates. For more details, visit <https://www.homeaffairs.gov.au/trav/stud/brin>

Where you have dependent children that need to attend childcare or school, you should be aware of the following costs:

Typical childcare costs in Sydney are as follows

- Centre-based childcare average \$167 per day
- Family day care average \$120 per day
- Nannies AUD\$30 to AUD\$45 per hour
- Au pairs (living in your home) AUD\$800 to AUD\$1,400 per week

For school children, current costs range from AUD\$15,600 (public) – AUD\$45,000 (independent/private) for indicate school year and provide costs for all school years as costs vary depending on the school year.

You should also be aware that the above costs for childcare and schooling are in addition to living costs which currently estimated as:

- You - AUD\$29,710
- Partner or spouse - AUD\$10,394
- Child - AUD\$4,449

HEALTH

Emergencies

For emergencies such as fire, ambulance or police, phone 000. When you dial 000, you will be asked whether you want fire, ambulance or police and why you want this assistance. You will also be asked for your name and address and telephone number.

Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe.

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Fire

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.

Ambulance

Ambulances provide immediate medical attention in an emergency and emergency transportation to hospital. To access an ambulance, call 000.

Medical assistance

Emergency medical treatment is available 24 hours a day at the emergency or casualty department of a public hospital, or at some medical centres. Public and private hospitals are listed in the White Pages telephone directory under 'Hospitals' and you can also find them by searching on the internet. If you need to go to hospital, remember to bring your health insurance card and any medicines you are currently taking. For anything other than an emergency, seek medical help from a general practitioner (GP) or local medical centre.

Overseas Student Health Cover

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Australia to cover you from when you arrive. The Department of Home Affairs requires you to maintain OSHC for the duration of your time on a student visa in Australia.

You can choose to take out OSHC with a provider recommended by us, or with the Australian OSHC provider of your choice. There are five providers of OSHC in Australia. Visit these websites to find detailed information on what they cover and to decide which provider is right for you.

- Australian Health Management OSHC www.ahmoshc.com
- BUPA Australia www.overseasstudenthealth.com
- Medibank Private www.medibank.com.au/Client/StaticPages/OSHCHome.aspx
- OSHC Worldcare www.oshcworldcare.com.au
- NIB OSHC www.nib.com.au/home/newtonib/overseasstudents

Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia, and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency.

For more information on what your OSHC insurance covers, as well as what to do if you need treatment, refer to the Department of Health and Ageing's (DoHA) [Frequently Asked Questions](#).

OSHC does not cover dental, optical or physiotherapy. If you want to be covered for these treatments you will need to buy additional private health insurance, such as:

- Extra OSHC provided by some OSHC providers;
- International travel insurance; or
- General treatment cover with any Australian private health insurer. You can find a list of these providers and search for the one that suits you best at www.privatehealth.gov.au or www.iselect.com.au

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WORKING IN AUSTRALIA

- Most student visa holders can work up to 40 hours a fortnight during term time and as many hours as you like during holidays.

Check your VISA

- Before you undertake any paid work you need to make sure your visa allows you to work. Find out more at the <https://www.homeaffairs.gov.au/trav/stud>

Your rights

Everyone working in Australia, including international students or those on working holiday visas, have basic rights at work.

These rights protect entitlement to:

- A minimum wage and superannuation.
- Challenge of unfair dismissal from the job
- Leave, breaks and rest periods.
- A healthy and safe work environment.

More information: <https://www.studyinaustralia.gov.au/english/live-in-australia/working>

Youtube: <https://www.youtube.com/watch?v=IKVwRLmI5I0&feature=youtu.be>

If you have a problem

Contact the Fair Work Ombudsman

Web: <https://www.fairwork.gov.au/find-help-for/visa-holders-and-migrants>

Phone: 13 13 94

Translating and interpreting service: 131 450

YOUR SAFETY

Australia is a safe country. However, it's always best to take precautions. Read the information at the following web site about personal safety tips:

<https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/personal>

You should also review the section in this Handbook about health and safety and remember to listen carefully to all of the information provided to you at your orientation.

If an incident occurs that has a significant impact on your well-being, please speak to us immediately at the contact numbers provided. An incident may be both physical or psychological.

LIVING COSTS IN AUSTRALIA

Migration regulations in Australia require international students to show evidence that they can contribute to the cost of living and studying in Australia. This helps to ensure students are better able to make the most of their studies and have a safe and enjoyable experience in Australia.

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While international students are able to supplement their income with money earned through part-time work in Australia, the 'living costs' requirement helps to support the success of students in their studies by ensuring that they don't have to rely on such work to meet all their expenses.

From 1 July 2023, the basic rate of living costs under the Migration regulations increased. Under these regulations prospective student visa applicants and their family members must have access to the following funds to meet the living costs requirements:

- AUD\$29,710 a year for the main student;
- AUD\$10,394 a year for the student's partner;
- AUD\$4,449 a year for the student's first child; and
- AUD\$3,768 a year for every other child and where required.

Students must demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay in Australia.

The figures above are indicative only and that costs can vary significantly depending on where you live in Australia. You should be prepared in case your living costs are greater than the indicated figures.

For more information visit the Department of Home Affairs website.

BUDGETING

Once you've settled in, you should ideally work out a budget that covers costs including clothing, food, accommodation, transport and entertainment, travel costs and child care, if applicable.

Costs associated with living in Australia are included at:

<https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

It is important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes.

Read more about budgeting at www.understandingmoney.gov.au

SHOPPING

All Australian major town centres and capital cities shopping facilities with opening hours generally 9.00am to 5.30pm seven days a week, with late night shopping until 9.00pm on Thursdays or Fridays. Some supermarkets are open 24 hours a day seven days a week.

Mainstream grocery stores in Australia include Coles, Woolworths, Foodworks, IGA and Aldi. Major department stores in Australia include Myer and David Jones, Big W, Kmart and Target.

CLOTHING

While there are no set rules on clothing in Australia, however many workplaces, restaurants, clubs and bars have a dress code. Australian people generally dress in modern clothing influenced by personal taste, status, place of work, lifestyle and location.

The cost of clothing in Australia can vary. There are a number of quality variety stores such as K-Mart and Big W where you can find low cost clothing and shoes of all varieties. Department and specialty stores such as Myer and David Jones carry more expensive higher end clothing labels.

FEES AND REFUNDS

1. Protection of fees paid in advance

- Centennial College protects the fees that are paid in advance by both domestic and international students.
- All course fees will be held in a separate bank account that can only be drawn down when the student commences. The course fees are held separately from the day-to-day operating expense accounts, so that if a refund is payable before the student commences, the refund can be made in full and in a timely way without impact on the financial operations of the business or recourse to the tuition protection system.
- For domestic students, fee protection is ensured through:
 - Centennial College does not require a student to ever pay more than \$1,500 in advance for services not yet provided, either prior to course commencement or at any stage during their course.
- For international students, fee protection is ensured as follows:
 - Centennial College does not require international students to pay more than 50% of course fees prior to course commencement. However, Centennial College provides students with the opportunity to pay more than 50% of their tuition fees prior to course commencement if they wish. Where a student chooses not to pay more than 50% upfront, the remaining amount will be collected according to an agreed payment schedule. Note, however, that where a course is less than 25 weeks, Centennial College will require students to pay the full cost of the course prior to course commencement.
 - Centennial College pays into the Tuition Protection Service (TPS). The TPS is an initiative of the Australian Government. The role of the TPS is 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.

2. Fees and refund information

- Fee information relevant to a course is outlined in detail on the Student Agreement and summarised on the Course Outline as well as in Centennial College's Student Handbook. In compliance with Clause 5.3 of the Standards, detailed fee information is provided prior to enrolment or commencement of training, whichever is first.
- For international students, fee information is always provided prior to enrolment or receipt of payment as per the requirements of the National Code 2018 Standard 2 and 3. Fee information provided to domestic and international students includes:
 - All course fees, including both tuition fees and non-tuition fees and the period to which these fees apply
 - Any additional charges that may apply and the circumstances in which they apply
 - The potential for changes to fees over the duration of the course
 - Payment options (including that international students may choose to pay more than 50% tuition fees before their course commences)
- The Student Agreement and the Student Handbook which are provided prior to enrolment, includes this Fees and Refunds Policy and Procedure and informs the student of their consumer rights. Students are required to sign the Student Agreement in acknowledgement of the terms and conditions of the enrolment and this policy.

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- Where an employer is paying for a student's course, an Employer Agreement will be provided at the time of enrolment outlining the total fees, payment terms and schedule of payments applicable.
- As Centennial College does not use direct approach marketing or tele-sales, no cooling-off period applies to its courses.

3. Course fee inclusions

- The Student Agreement will clearly itemise all course fees, including both tuition and non-tuition fees.
- Tuition fees payable to Centennial College include:
 - All of the training and assessment required for students to achieve the qualification or course in which they are enrolling within the attempts allowed.
 - One copy of the required text books and learning materials for each student unless otherwise stated on the Course Outline.
 - Issuance of one set of certification documents including the testamur (certificate) and record of results or Statement of Attainment (in the case of withdrawal or partial completion).
- Tuition fees payable to Centennial College may include if applicable:
 - RPL Fees (application and per unit costs)
- Non-tuition fees payable to Centennial College may include (if applicable):
 - Additional fees that apply for re-enrolment, where a student fails to achieve a satisfactory outcome after three attempts at an assessment task.
 - Re-issuance or additional copies of certification documents will attract a fee of \$50 per document, plus postage if required.
 - Fees for deferral of study, late payment of tuition fees, or other circumstances in which additional fees may apply.
 - Any optional textbooks and materials that may be recommended but not required to complete a course.
 - Replacement textbooks if original copies are lost or misplaced. Costs for replacement textbooks are outlined on the Student Agreement.
- Fees payable to Centennial College do not include:
 - Stationery such as paper and pens.
 - Overseas Student Health Cover
 - Airport pick ups
 - Excursions (unless stated on the *Course Outline*)
- Centennial College cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

4. Payments

- Payments can be accepted by electronic transfer (EFT), money order or cheque.
- Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.
- Debts will be referred to a debt collection agency where fees are more than 40 days past due.
- Centennial College reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.
 - International students who do not pay their fees will receive two warnings regarding non-payment of fees and thereafter will be reported to the Department of Human Affairs (DHA) via PRISMS under student default.

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- Receipts of payments made by international students will be kept for at least 2 years after the person ceases to be an accepted student.

5. Refunds for domestic students

- As Centennial College does not use direct approach marketing or tele-sales, no cooling-off period applies
- All course fees for fee-for-service students include a non-refundable deposit which is detailed on the Course Outline and Student Agreement. The deposit is non-refundable, except in the circumstances detailed below.
 - A full refund of any fees paid (including the deposit) will apply if Centennial College is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.
- In the unlikely event that Centennial College or any third parties responsible for delivering training/teaching and assessment on its behalf, **is** unable to deliver the course or any portion of the course as promised, the student will be issued with a refund for the course or portion of course that was not provided. This includes the following situations:
 - Where Centennial College or any third parties delivering training/teaching and assessment on its behalf ceases to operate.
 - Where Centennial College ceases to deliver the course in which a student is enrolled and the agreement is terminated.
 - Where Centennial College needs to make a change to the terms of the student agreement (such as the way the course is delivered or conditions of enrolment) and a new agreement cannot be reached with the student to account for changes.
- In any of the above situations, Centennial College will automatically conduct a refund assessment of all affected students and issue the refunds due accordingly. In these cases there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 business days.
- Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the *Application for Refund Form*. The application must include the details and reason for the request. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund or reduction in fees.
- The refund assessment will be based on reviewing the services provided to the student and the costs incurred by Centennial College to provide those services.
- The outcome of the refund assessment will be provided in writing to the student's registered address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our *Complaints and Appeals Policy and Procedures*.
- A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.
- RPL application fees are non-refundable.

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6. Refunds for international students

- All course fees for international students include a non-refundable enrolment fee which is detailed on the Course Outline and Student Agreement. The deposit is non-refundable, except where a full refund applies as detailed below.

A. Full Refunds

- A full refund of any course fees paid will be provided to students in any of the following circumstances where a course does not start on the starting date outlined in the Letter of Offer:
 - If Centennial College is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.
 - If a student cannot commence the course because of illness, disability or where there is death of a close family member of the student (parent, sibling, spouse or child).
 - At the discretion of Centennial College's CEO or approved representative, when other special or extenuating circumstances have prevented the student from commencing their studies including political, civil or natural events.
 - If an offer of a place is withdrawn by Centennial College and this is not due to incorrect or incomplete information being provided by the student.
- **Claiming a full refund**
 - In any of the above situations, Centennial College will automatically conduct a refund assessment of all affected students and issue the refunds due accordingly. In these cases there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 business days.

B. Partial Refunds

- Provider default:
 - Partial refunds will be paid in the event of partial provider default (where the course has started but cannot be delivered in full by the provider). The refund will be calculated from the day of the default as per section 7 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014.
 - Partial refunds will also be provided in the same manner as for provider default (as above) where Centennial College fails to enter into a written agreement with a student or the Student Agreement is not compliant with the requirements of the ESOS Act or the National Code.
- Student default:
 - If an international student is refused a visa before commencing their course, Centennial College will refund the total amount of all course fees (tuition and any non-tuition fees) received for the course less whichever is the lower amount of 5% of the total amount of the fees (tuition and non-tuition) or the sum of \$500.
 - If an international student is refused a visa but has already commenced their course, non-tuition fees will not be refunded. However, tuition fees will be refunded from the day of the student default as per Section 7 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014.
 - If a student has supplied incorrect or incomplete information and as a result Centennial College withdraws the offer prior to commencement of the course, the student will be eligible to receive a refund of all course fees paid less a 20% administration fee.

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- Where a student has not met the conditions included in the letter of offer and withdraws 0 – 28 days before course commencement, the deposit paid will be refunded less a 20% administration fee.
- Where a student chooses to withdraw from a course 0 – 28 days before the course commencement, 50% of the deposit paid will be refunded.
- If a student withdraws or defers their course after the course has started and they have paid for units/clusters that have not been commenced. This will be calculated on a per unit or cluster cost calculated as the course fee less administration fees of 20%, less textbook fees divided by the total number of units or clusters in the course.

- **Claiming a partial refund:**

- Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the Application for Refund Form. The application must include the details and reason for the request. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund or reduction in fees.
- The refund assessment will be based on reviewing the services provided to the student and the costs incurred by Centennial College to provide those services.
- The outcome of the refund assessment will be provided in writing to the student's registered address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our Complaints and Appeals Policy.
- A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.

- **C. Circumstances in which a refund will not be paid**

- Students are not entitled to a refund in the following circumstances:
 - Where a student is refused a visa and the reason for the refusal was because the student did not start the course at the location on the agreed starting day or the student withdrew from the course at that location or the student did not pay the fees due.
 - Where Centennial College terminates the student's enrolment because of a failure to comply with Centennial College policies, misbehaviour or unsatisfactory course progress.

7. Recording and payment of refunds

- Refunds will be paid to the person or organisation that made the original payment.
- Refund assessments can be appealed following our *Complaints and Appeals Policy*.
- Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounts keeping system.

8. Publication

- Centennial College will publish this policy in the Student Handbook and on its website.

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Other potential Fees

Centennial College has the following of additional charges which may apply in some circumstances.

LEADR External Complaint Resolution Fee	No Charge	Re sit assessment due to Academic Misconduct	\$400.00
Enrolment Fee (Non- refundable)	\$250.00	Replacement Certificate (Digital)	No Fee
Re-enrolment Fee	\$500.00	Replacement Certificate	\$100.00
1st Reassessment	No Fee	Welfare Service - Academy Referral Service	No Charge
2nd Reassessment	\$200.00	Welfare Service - Academy Representative	No Charge
Late payment fee	\$100.00	Welfare Service - External Professional Fees	\$50.00 + Fees
Administration fee	\$250.00	Late submission fee	\$25.00
RPL Fees	\$1500.00	CoE revision fee	\$50.00

CREDITS

A credit is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

Centennial College can grant you credit towards your course for units of competency or modules that you have already completed with another RTO or authorised issuing organisation. We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit/ module in your course, and the subject or unit you have completed.

There is no charge to apply for Credit.

To apply, fill in the Credit Application Form and submit it as part of your application for enrolment. You can apply for Credit at any time however it is best you do this as part of your enrolment so that Credits are known upfront and you are not required to do any work that you otherwise may not have needed to do.

Make sure you attach certified copies of transcripts from your previous study. In some cases we may ask for additional information about the subject or unit you previously studied so we can determine equivalence. Your Credit Application may be returned to you if you don't provide the required information.

In some cases, Credits may lead to a reduction in the course fees as there is less work involved in offering your course. This will be advised to you in writing.

You will be advised in writing of the outcome of your Credit Application.

RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.

Centennial College has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You should ideally apply for RPL at the time of enrolment but you may also apply up to 2 weeks into your course.

If you think RPL is a suitable option for you, the first step is to contact your trainer/assessor or our office and have a conversation about whether or not RPL might be suitable for you. Suitability is often determined on how much experience you have in a certain area, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with a kit that will guide you in working through each

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unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence.

A trainer/assessor will be available to assist you throughout this process.

To apply for RPL, you will need to fill in a part of the kit and return it with an RPL Application Form. Your application will then be assessed for suitability and you will then be contacted by an assessor to progress the RPL process.

From here, usually the RPL process involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and depending on the area, observation of your work skills in your workplace.

Fees are applicable for Recognition of Prior Learning and you will be advised of these fees in the Course Outline.

For more information about submitting an application for RPL, contact the head office.

Reduction of Course Duration as a result of Credit or RPL

If Credit or RPL is granted after the acceptance of a place in a course or on commencement of studies and will affect the duration of studies, Centennial College will provide you with a new Confirmation of Enrolment Letter (CoE) including the new duration.

LANGUAGE LITERACY AND NUMERACY POLICY

Centennial College (the College) is committed to providing a high quality education and training service for all students. Development of language, literacy and numeracy (LLN) in students is an important component of education at The College's commitment to students and satisfies the Australian Quality Assurance Agency's requirements. The College is committed to supporting the LLN needs of students with a range of support mechanisms, and to assisting Learners to identify any LLN support needs they may have prior to enrolment. It is essential that VET students have the language, literacy, and numeracy (LLN) skills sufficient to successfully participate in training and assessment in the Vocational Procedure Education and Training (VET) sector. It is also essential that students have sufficient LLN skills at the completion of their training and assessment to work successfully in the chosen vocation. VET staff need to be aware of the LLN skills of a student; the LLN requirements of a Training Package; and the industry's expectation of LLN skills of its workforce in order to develop appropriate delivery and assessment materials.

Purpose of this policy is to ensure that students are supported in their Language, Literacy, and Numeracy needs through the completion of their training. This policy enables the academic staff members to identify any gaps in skills and to offer additional support with literacy or numeracy to assist students to better manage the requirements of their course of training.

The College has the responsibility to ensure that:

- LLN needs are identified and developed within the course materials and assessment tools by qualified Trainers and Assessors
- Relevant employees are provided with the necessary training to ensure they have to skills required to manage with LLN issues as they arise Language Literacy And Numeracy
- Administration staff will endeavour to ascertain students LLN information prior to course commencement and;
- In the event that a Trainer and/or Assessor identifies students with LLN difficulties, they implement appropriate strategies to assist them with their learning and;
- Students are provided with advice and support services in the provision of LLN assistance services
- The confidentiality of students who require additional support services and appropriate strategies are in accordance with our Privacy Policy

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- Students or potential students who have been identified as requiring support with LLN are not discriminated
- Those students that require or request additional LLN support are referred to professional organisations.

For entry to Vocational courses overseas students with English as a second language must be able to provide of an IELTS overall score of 6.0 with no individual band less than 5.5 (test results must be no more than 2 years old). In addition, VET students should provide evidence of completion of Year 12 or equivalent to demonstrate that their literacy and numeracy skills are adequate. If students are unable to provide this evidence, the college **will** require students to undertake an aptitude test to assess literacy and numeracy levels.

The College requests that students notify the College of any special assistance they may require in relation to literacy and numeracy. If additional charges apply e.g. for a scribe or for additional equipment, the college undertakes to notify the student prior to the commencement of the course. The College recognises that assistance with literacy and numeracy and language, may be necessary during some courses or programs as on-going language support is critical to the retention and success of overseas students.

ASSESSMENT

At the beginning of each unit or cluster, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At this time you will:

- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you'll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted

Your assessor will go through all of the arrangements with you and you can ask them any questions you have.

Submitting your assessments

You must submit written assessment tasks with a completed and signed Assessment Task Cover Sheet. The cover sheet asks you to make a declaration that the work is your own. Written tasks will not be accepted without a signed cover sheet.

Assessments can be submitted directly to the trainer/assessor or sent by registered mail to:

Level 2, 15 Blue Street, North Sydney NSW 2060

You must keep a copy of all tasks that you submit as we are not able to return copies because we must keep them as evidence in your file. Additionally, we will not be held responsible for any items that go missing in the post. If this occurs, you will be asked to re-submit the work.

Your assessor will provide you with written feedback and confirm the outcome of the task on the Task Cover Sheet.

Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC). You can have 2 further attempts to complete the task and achieve a Satisfactory outcome. You will be given a timeframe for your resubmission and advised what you must include in your resubmission.

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If, after the third attempt, you are still assessed as Not Satisfactory for a task, you will need to complete additional training and assessment to support you in achieving a Competent outcome. This may incur an additional fee for self-funded students as identified in the fees and charges information.

Reasonable adjustment in assessment

Some students may need modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment.

Reasonable adjustment can involve:

- Making training and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper.
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally

Please speak to your assessor if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs.

Appealing assessment decisions

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.

STUDENT PLAGIARISM, CHEATING AND COLLUSION

Centennial College has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

Disciplinary action may lead to the suspension or cancellation of your enrolment which may affect your visa.

STUDENT ORIENTATION AND SUPPORT SERVICES

We are committed to ensuring that you get all the support you need to adjust to life and study in Australia and to be successful in your studies.

1. Support philosophy

- Centennial College is committed to ensuring that all students receive adequate support while undertaking their training and assessment. This includes ensuring that:
 - The learning and support needs of the intended target group are considered in the course development and review processes
 - Appropriate support staffing and external support service arrangements are in place.

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- The individual learning and support needs of all students are confirmed prior to course commencement.
- All students are informed of how to access the services they require to successfully complete their training and assessment program.
- Regular contact with students and host workplaces is maintained throughout the duration of student enrolments.
- Feedback is collected about Centennial College's provision of support services and the feedback is systematically collated, analysed and used to improve support services provided.
- Student rights are considered in accordance with the *Student Code of Conduct*.

2. Needs identification

- Student needs are identified through:
 - Analysing the possible needs of the target group and considering their needs in relation to the delivery model throughout the course design and review process
 - Discussion with the student during their course entry interview.
 - Assessment of the formal language, literacy and numeracy skills test which is given to each student upon commencement of the course.
 - Discussion with the student during their induction to the program.
- Support needs may include:
 - Low levels of language, literacy and numeracy (LLN)
 - Low digital literacy
 - Disability or medical concerns
 - Cultural, social or economic issues
 - Limitations in access to resources such as money, time or support

3. Provision of learning and support services

- Support services include internal support staff and mechanisms provided by Centennial College, or via referrals to external providers. Support services may include:
 - Referral to relevant external support organisations who specialise in specific areas such as health, financial, advocacy, legal, financial, social etc.
 - Student support and welfare staff to assist students
- Centennial College provides a range of learning support options and resources to help students achieve competency. This includes:
 - Referral to other courses or adult learning materials
 - Assistive technology
 - Access to equipment or materials owned by Centennial College such as computers, wifi, books or journals
 - Additional or supplementary resources to support learning goals such as readings, links or activities
 - Extra tutorials or teaching support
 - One on one support from the trainer/assessor
 - Development of an individual support plan to meet student needs.

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- Supporting those with additional needs by making reasonable adjustments to suit needs if possible

4. Information about support services

- Centennial College provides students with information about the type of support available and how to access it. Information is provided:
 - During enrolment/pre-enrolment
 - During course orientation
 - On an ongoing basis
- Information is reviewed annually for currency and accuracy and updated accordingly

5. Feedback and improvements

- Students are surveyed on their support needs using the *Unit/Cluster/Course Survey*
- Students may also provide feedback at any time using the *Feedback Form*.
- Feedback is regularly considered in order to make improvements to student and learning support services. Feedback is always reviewed at least annually during a course review in accordance with the *Course Development and Review Policy*.

Prior to commencing your studies, you will be required to participate in a compulsory orientation program that will include information on:

- details of internal and external support services available to assist in the transition into life and study in Australia. Such services include welfare services, accommodation services, academic and career advice, IT support, and student learning assistance, English language support and social inclusion activities.
- legal, emergency and health services
- facilities and resources
- organisational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals.
- any student visa conditions relating to course progress and attendance.

The enrolment form you complete will also help us to identify any support you need and depending on the course you are enrolling in and your support needs can also be discussed during the orientation.

Services that we can offer to you include:

- Mentoring from trainers.
- Additional classes, tutorials and workshops.
- Online support and exercises for some courses.
- Computer and technology support.
- Referral to external support services.

Contact us at any time on (02) 9089 8629 to discuss your support needs.

International Student Support Officer: Weijuan LIU

Phone: (61) 421 316 672 Email: admin@cc.nsw.edu.au

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WELFARE SERVICES

We can also offer you a range of welfare services to help with the mental, physical, social and spiritual well-being of international students. These services may include, through direct provision or referral, information/advice about: accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. It may also include advice on academic and study issues.

Services will be provided at no additional cost to the student.

Contact us at (02) 9089 8629 for details about welfare services we can offer.

EXTERNAL SUPPORT SERVICES

Reading and Writing Hotline

Telephone: 1300 655 506

Website: <http://www.literacyline.edu.au/index.html>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

Lifeline

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Reach Out

Website: www.reachout.com.au

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

Healthdirect Australia

<https://www.healthdirect.gov.au/>

Phone: 1800 022 222

Symptom checker, medicines and health information.

MindSpot

<https://mindspot.org.au/>

Phone: 1800 614 434

Free service for Australian adults who are experiencing difficulties with anxiety, stress, depression and low mood. Provides online screening assessments and treatment courses, or can help find local services.

Butterfly Foundation

Phone: 1800 334 673 website: <https://thebutterflyfoundation.org.au/>

Support for those experiencing an eating disorder and want to talk to someone.

When: 8am to 9pm M-F (no public holidays)

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My Future

Website: <https://www.myfuture.edu.au>

Career information and resources provided as a joint initiative of the Commonwealth, state and territory governments:

Rape & Domestic Violence Services Australia

<https://www.1800respect.org.au/>

Phone 1800 737 732 (1800 RESPECT)

A range of support services are available for people who have experienced sexual assault, domestic or family violence.

Study Sydney

<http://www.study.sydney/english/live/welcome-to-nsw/>

NSW Government website for International Students. Information about living, learning and working in Sydney. Get your free Sydney insider guide, information about arriving, international student airport welcome desk and much more.

The Anti-Discrimination Board of NSW

<http://www.antidiscrimination.justice.nsw.gov.au/>

The Anti-Discrimination Board of NSW promotes anti-discrimination, equal opportunity principles and policies throughout NSW. It administers the anti-discrimination laws, and handles complaints under the Anti-Discrimination Act 1977 (NSW). It is part of the NSW Department of Justice.

Legal Aid NSW

www.legalaid.nsw.gov.au

Free legal helpline: 1300 888 529

State wide organisation providing legal services to socially and economically disadvantaged people across NSW. Provider of legal services in most areas of criminal, family and civil law.

Multicultural Communities Sydney

<http://www.cityofsydney.nsw.gov.au/community/community-support/multicultural-communities>

Information for international students in Sydney from the City of Sydney Council. Website includes translations to major languages.

Sydney Multicultural Community Services

<http://www.sydneymcs.org.au/about-us/>

Phone: (02) 9663 3922, Fax: (02) 9662 7627

Address: 3 General Bridges Cres, Daceyville NSW 2032

Email: info@sydneymcs.org.au

Sydney MCS focuses on providing specialised support services for the direct relief of suffering and enhancing the quality of life of people from CALD communities, including the aged, newly arrived migrants and refugees and those in crisis, suffering from language barriers, isolation, frailty, disability, sickness, dislocation, poverty, disadvantage, destitution, misfortune and helplessness.

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Family & community Services – Ageing, Disability & Home Care

<https://www.adhc.nsw.gov.au/>

ADHC is responsible for providing services and support to:

- older people
- people with a disability
- their families and carers

For people with disability services include:

- Early intervention for children and young people
- Learning new skills for work or leisure
- Everyday living support, including therapy, case management and behaviour support
- Somewhere to live
- Advocacy and information services
- Help at home, including personal care, domestic tasks and meals

COURSE PROGRESS POLICY

1. Completion within expected duration

- International students must complete their studies within the expected duration specified on their Confirmation of Enrolment (CoE). The duration of the course as specified on the student's CoE will never exceed that registered on the CRICOS register.
- Centennial College monitors student progress to ensure that students to complete their studies within the expected duration specified on their Confirmation of Enrolment.

2. Study Periods

- Students who do not meet course progress requirements within each Study Period are at risk of having their visas cancelled.
- Study periods may also be known as 'terms' and are described Training and Assessment Strategies and course outlines. They are designed to ensure the academic integrity of the course is upheld.
- Each study period is divided in half forming a monitoring point at mid and end points at which students are assessed for satisfactory course progress. A student must be identified as at risk prior to being reported as having not met satisfactory course progress requirements.

3. Determining if a student has meet course progress requirements

- In accordance with Standard 8 of National Code, Centennial College requires students to maintain satisfactory course progress. Centennial College expects students to maintain satisfactory attendance, as well as participate in classroom and homework learning activities. Students are also required to satisfactorily complete all their assessment tasks. Students will be monitored to ensure they are able to meet course progress requirements, for example, though assessing their participation in class and completion of learning activities including homework. The student will be provided with homework tasks at the beginning of each unit. At the end of the unit, students will need to submit completed homework tasks to their assessor along with assessment. Where it has been identified by the trainer that a student is not participating, they will be offered early intervention support.

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- Students must have demonstrated satisfactory course progress requirements by the end each study period. To do so, they must have successfully completed (achieved satisfactory outcome on) all assessment tasks they were required to submit in the ending study period.
 - Assessment task due dates are outlined in the *Training & Assessment Strategy* and communicated to students at the commencement of each new study period.

4. Determining at risk students

- Students will be deemed at risk of not meeting course progression requirements if they:
 - do not participate in a summative assessment task.
 - do not submit an assessment task within 2 weeks of the due date.
 - have received an assessment outcome of Not Yet Competent for one or more assessment tasks.

5. Progress Monitoring

- All students progress will be monitored using the *Course Progress and Attendance Monitoring Tool*.
- At the end of each monitoring period:
 - The monitoring report is updated by the Director of Studies including a status of progressing, at risk or not progressing for all overseas students on each reporting date. This is based on current evidence located in student files and other academic records.
 - The Director of Studies will consult with academic staff if there is any uncertainty or more evidence needed to confirm or deny a student's course progress status.
- The monitoring report will also record commencement and review dates for all Intervention Strategies.

6. Intervention Strategy

- Centennial College ensures that it identifies, notifies and assist students where there is evidence that the student is at risk of not meeting course progress requirements.
- For students at risk of not meeting course progress requirements, an individual intervention plan will be developed that documents the support that will be provided. This may include:
 - English language support;
 - reviewing learning materials with the student and providing information to students and in a context that they can understand;
 - providing extra time to complete tasks;
 - providing access to supplementary or modified materials;
 - providing supplementary exercises to assist understanding;
 - attending academic skills programs;
 - attending tutorial or study groups;
 - attending study clubs;
 - attending counselling;
 - receiving assistance with personal issues which are influencing progress;
 - receiving mentoring;
 - referral to external organizations where Centennial College is unable to address the identified learning or academic issues;
 - being placed in a suitable alternative subject within a course or a suitable alternative course; or
 - a combination of the above and a reduction in course load.

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7. Extension to an expected course duration

- Extensions to the course duration specified on the CoE are only allowed where:
 - A student is complying with an intervention strategy implemented for students identified at risk of not making satisfactory course progress, or
 - An approved deferral or suspension of studies has been granted in accordance with Centennial College's *Deferral, Suspension and Cancellation Policy and Procedures*.
 - Compassionate or compelling circumstances apply (suitable evidence must be provided), which may include but is not limited to:
 - serious illness or injury, where a medical certificate states that the student was unable to attend classes;
 - bereavement of close family members such as parents or grandparents;
 - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
 - a traumatic experience which has impacted on the student and which could include involvement in or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports); or
 - where Centennial College is unable to offer a pre-requisite unit.
 - where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.
- When the student can only account for the variation/s by extending his or her expected duration of study, this will be reported to the Department of Home Affairs (DHA) via PRISMS.
- All variations in the student's study load, including the reasons for the variation will be recorded on the student's file.
- Where the duration of the student's enrolment is extended, Centennial College will advise the student to contact the Department of Human Affairs (DHA) to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

8. Online or distance learning enrolment

- Centennial College will not deliver a course exclusively by online or distance to an international student.

9. Reporting students

- Where a student has demonstrated unsatisfactory course progress despite interventions implemented, Centennial College will be required to report the student to DHA via PRISMS and the student will receive a written notice informing them of the intention to report for non-satisfactory course progress and the reasons for the intention to report. Student will have received first and second warning letters before the notice of intention to report is issued.
- Students have the rights to appeal against decision to report as per Centennial College *Complaints and Appeals Policy & Procedures*. If the student chooses to access this process, the student will not be reported until this process is complete.
- Centennial College will only report unsatisfactory course progress in PRISMS if:
 - the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider; or
 - the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period; or

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- the student has chosen not to access the external complaints and appeals process: or
- the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.
- All records will be kept on the student's file including warning letters and the notice of intention to report.

10. Publication

- This policy and procedure will be published in the Student Handbook to ensure that course progress requirements are clearly communicated to students before they commence their course.
- This policy will also be covered during orientation for overseas students and induction for all academic staff.

COURSE TRANSFER

- All decisions made by Centennial College with regard to student transfer requests will be made in accordance with this policy and procedure, will be fair and take into account the student's individual circumstances and any other relevant factors.

1. Transferring from another registered provider

- Centennial College will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the overseas student completing six months of his or her principal course unless one or more of the following conditions apply:
 - the releasing registered provider or the course in which the 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 student from continuing his or her principal 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 student considers the change to be in the student's best interest and has provided written support for that change.

2. Transferring to another registered provider

- For Centennial College students seeking to transfer to another registered provider's course of study prior to completing six months of their principle course, the transfer request will be assessed and granted in any of the following circumstances:
 - the student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with Centennial College's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements).
 - there is evidence of compassionate or compelling circumstances.
 - Centennial College fails to deliver the course as outlined in the student agreement.
 - there is evidence that the student's reasonable expectations about their current course are not being met.
 - there is evidence that the student was misled by Centennial College or an education or migration agent regarding Centennial College or its course and the course is therefore unsuitable to their needs and/or study objectives.

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- an appeal (internal or external) on another matter results in a decision or recommendation to release the student.
- A transfer to another course will not be granted where:
 - The transfer may jeopardise the student's progression through a package of courses.
 - The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student. In this case, the student will be requested to wait a further 4 weeks before applying for a transfer to another registered provider during which time the full range of support services will be provided to the student.
 - The student is trying to avoid being reported to DET for failure to meet the provider's attendance or academic progress requirements.
 - There are no legitimate compassionate or compelling circumstances.
- In order for a request for transfer to be considered and a letter of release provided, students must provide a valid offer of enrolment from another registered provider.
- The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.
- Where a student's application is refused, the reasons for this will be communicated plus the right to access the complaints and appeals process as outlined below.
- There is no cost in releasing students. However, where a student transfers to another registered provider, any refund of course fees, where applicable, will be paid in accordance with Centennial College's *Fees and Refunds Policy and Procedures*.

3. Transferring to a another course offered by Centennial College

- Students may transfer to another course offered by Centennial College in the following circumstances:
 - Where it is considered that the course that the student wishes to transfer to;
 - o better meets the study capabilities of the student; and/or
 - o better meets the long term goals of the student, whether these relate to future work, education or personal aspirations; and/or
 - Or, where the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.
- A transfer to another course within Centennial College will not be granted where:
 - The transfer may jeopardise the student's progression through a package of courses.
 - The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student.
 - The student is trying to avoid being reported to DET for failure to meet the provider's attendance or academic progress requirements.
- In order for a request for transfer to be considered, students must complete an *Internal Course Transfer Application Form*.
- The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.
- Cost involved in transferring to another course plus any refund of course fees paid for the student's current course will be in accordance with Centennial College's Fees and Refunds Policy and Procedure.

4. Visa advice

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- All students who are either considering a course transfer, or have had their transfer request approved, will be advised that they must contact DHA to seek advice on whether a new visa is required. To find out more about visa requirements, students will be advised to contact DHA on 131881 or visit the following website: <https://www.homeaffairs.gov.au/trav/stud>

5. Complaints and Appeals

- Where the decision is made to refuse a course transfer or Centennial College does not respond to the request in the timeframe set out in this Policy, the student may appeal against the decision by accessing Centennial College's Complaints and Appeals process within 20 days. If the appeal finds in favour of a student wishing to transfer, a letter of release will be granted.
- The refusal status will not be finalised in PRISM until the complaints and appeals process is finalised within the 20 working day period or the student withdraws from the course.

6. Records

- All records relating to course transfers will be kept for two years after the student ceases to be an enrolled student. This includes requests for release, the assessment of the request and the decision.

7. Publication

- This policy is provided to students in the *International Student Handbook*, which is provided to students prior to or upon commencement of a course, and also via Centennial College's website at www.cc.nsw.edu.au.

DEFERRAL, SUSPENSION AND CANCELLATION

- Requests from students for deferral and suspension of studies will only be granted in compassionate or compelling circumstances which are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:
 - serious illness or injury, where a medical certificate states that the student was unable to attend classes
 - bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
 - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies
 - a traumatic experience that has impacted on the student which could include involvement in, or witnessing of a serious accident or witnessing or being the victim of a serious crime. Such cases supported by police or psychologists' reports
 - where Centennial College is unable to offer a pre-requisite unit
 - inability to begin studying on the course commencement date due to delay in receiving a student VISA

The circumstances listed are example of what may be considered compassionate or compelling circumstances and each case will be assessed on its individual merits.

- When determining whether compassionate or compelling circumstances exist, Centennial College considers documentary evidence provided to support the claim, and stores copies of these documents in the student's file.
- A retrospective deferment or suspension may be justified if the student was unable to contact Centennial College because of a circumstance such as being involved in a car accident.
- Where a student initiated deferral or suspension of enrolment is granted, Centennial College will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the deferral is required for

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longer than 12 months, the student's application will be re-assessed. If the suspension period has expired and the student does not return, the student's enrolment will be cancelled.

1. Provider initiated suspension or cancellation

- Centennial College may suspend or cancel a student's enrolment including, but not limited to, on the basis of:
 - misbehaviour by the student (including plagiarism, collusion and cheating)
 - the student's failure to pay an amount he or she was required to pay the registered provider to undertake or continue the course as stated in the written agreement
 - a breach of course progress or attendance requirements by the overseas student, which will occur in accordance with Standard 8 (Overseas student VISA requirements) and as specified in Centennial College *Course Progress Policy & Procedures*.
- Standards of behaviour required are outlined in the *International Student Handbook*.
- Where Centennial College suspends or cancels a student's enrolment, before imposing a suspension or cancellation Centennial College will inform the student in writing of that intention and the reasons for doing so and advise the overseas student of their right to appeal through the provider's internal complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.
- Under no circumstances will the suspension or cancellation of the overseas student's enrolment under Standard 9.3 cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

2. Student initiated cancellation of studies

- Students may initiate cancellation of their studies at any time during their course.
- Students who wish to withdraw within six months of their course to transfer to another provider will be processed as per Centennial College Course Transfer Policy and Procedure.

3. Visa status

- When there is any deferral, suspension or cancellation action taken under this standard, Centennial College will inform the student of the need to seek advice from DHA on the potential impact on their student VISA, as well as the report the change to the overseas student's enrolment under section 19 of the ESOS Act i.e. notification via PRISMS.
- Students are referred to the DHA website at <https://www.homeaffairs.gov.au/> or Phone: 131 881 for information and their local DHA office for advice on how the potential change to enrolment status may impact upon his or her VISA.

4. Complaints and appeals

- Where a student accesses the Complaints and Appeals process, Centennial College will not notify DET via PRISMS until the internal appeals process is complete unless the student's health or wellbeing, or the wellbeing of others, is likely to be at risk. Where the student chooses to access an external appeals process, DET will still be notified via PRISMS.

5. Records

- All records relating to deferrals, suspensions and cancellations will be kept on the student's file. This will include all decisions made.

6. Publication

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- This policy is provided to students in the *International Student Handbook*, which is provided to students prior to or upon commencement of a course, and also via Centennial College's website at www.cc.nsw.edu.au.

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CHANGE IN VISA STATUS

Deferment, suspension or cancellation of a student's visa may affect the student's visa. When a student's enrolment is deferred, suspended or cancelled, Centennial College will notify the Department of Education and Training via the Provider Registration and International Student Management System (PRISMS) of the change in enrolment status.

Students are to refer to the DHA web site at <https://www.homeaffairs.gov.au/trav/stud> or telephone 31 881 for information and their local DHA office for advice on how the potential change to enrolment status may impact upon his or her visa.

Regardless of whether the suspension of enrolment is the result of a student request for suspension or a suspension imposed by Centennial College, the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.

Where a suspension of enrolment is granted, Centennial College will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the suspension is required for longer than 12 months the student shall have to re-apply once the initial suspension period has expired.

If a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist). Students will be referred to DHA via the DHA helpline on 131 881 regarding whether they may remain in Australia during a period of suspension of enrolment.

Centennial College will always use its professional judgement to assess each student's case on its individual merits when determining whether compassionate or compelling circumstances exist.

In cases, where a student's enrolment is cancelled, the student must leave Australia, obtain enrolment in an alternative course or apply for a different visa within 28 days of cessation. If the student leaves Australia, the student's visa will be cancelled. A student who has left Australia and wishes to return to his or her studies must apply for a new student visa.

YOUR FEEDBACK

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes so we are always striving to do better.

All students and employers will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

You may also be contacted by our regulating body ASQA (Australian Skills Quality Authority) to verbally interview or survey you in regards to the quality of the course we have provided you with or your experience studying with us. It is your choice to participate, responses may be kept confidential on request.

We also welcome feedback from you at any time by email and phone or by completing a Suggestion for Improvement Form, available on request by email or at our head office.

STUDENT CODE OF CONDUCT

All students are expected to abide by this Code of Conduct during their participation in their course with Centennial College. Students who do not abide by this Code of Conduct will be followed up through the disciplinary procedures.

1. Students' rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information Centennial College holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to Centennial College on the client services, training, assessment and support services they receive.
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

2. Students' responsibilities

All students, throughout their training and involvement with Centennial College, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to Centennial College in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Make regular contact with their Trainer/Assessor.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify Centennial College if any difficulties arise as part of their involvement in the program.

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- Notify Centennial College if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes, where relevant.

LEGISLATION AND YOU

As an international student studying in Australia, you have certain rights and responsibilities under Australian legislation as follows.

Education Services for Overseas Students

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2018. For more information about your rights and responsibilities under the ESOS Framework, visit the following website:

<https://www.studyinaustralia.gov.au/global/australian-education/education-system/esos-act>

If you are unable to access this information, contact us via email or phone and we will provide the information to you.

You also have certain rights and responsibilities under the following legislation as discussed below.

Workplace Health and Safety

Under the Workplace Health and Safety Act 2011, Centennial College must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. Centennial College has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with Centennial College emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).

Harassment, victimisation or bullying

Centennial College is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. Centennial College will not tolerate any behavior that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

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Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per Centennial College Complaints and Appeals procedure and detailed in this Handbook.

Equal opportunity

The principles and practices adopted by Centennial College aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with Centennial College.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

Centennial College provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

National VET Regulator Act 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation that is registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

YOUR PRIVACY

1. Privacy Principles

- In collecting personal information, Centennial College complies with the requirements set out in the Privacy Act 1988, including Australian Privacy Principles 3 and 5 (in accordance with the National VET Provider Collection Data Requirements Policy clause 4.4), Privacy and Data Protection Act 2014 (Vic) and the Health Records Act 2001 (Vic, Education and Training Reform Act 2006 (Vic) and the relevant privacy legislation and regulations of the states/territories in which Centennial College operates.
- The Victorian Government, through the Department of Education and Training (the Department)'s collection and handling of enrolment data and VSNs is authorised under the Education and Training Reform Act 2006 (Vic). The Department is also authorised to collect and handle USIs in accordance with the Student Identifiers Act 2014 (Cth) and the Student Identifiers Regulation 2014 (Cth).

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- Personal information, including sensitive information, is collected from individuals in order that Centennial College can carry out its business functions. Centennial College only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment.
- Sensitive information is only collected by Centennial College if a permitted general or health situation applies in accordance with the Privacy Act (16A, 16B) such as, if:
 - The collection of the information is required or authorised by, or under, an Australian law or a court/tribunal order.
 - It is unreasonable or impracticable to obtain the individual's consent to the collection, use or disclosure.
 - *It genuinely and reasonably believes that:*
 - The collection, use or disclosure is necessary to lessen or prevent a serious threat to the life, health or safety of any individual, or to public health or safety.
 - Unlawful activity, or misconduct of a serious nature, that relates to Centennial Colleges functions or activities has been, is being or may be engaged in, and the collection, use or disclosure is necessary in order for the entity to take appropriate action in relation to the matter.
 - The collection, use or disclosure is reasonably necessary to assist any APP entity, body or person to locate a person who has been reported as missing.
 - The collection, use or disclosure is reasonably necessary for the establishment, exercise or defense of a legal or equitable claim.
- Centennial College ensures each individual:
 - Knows why their information is being collected, how it will be used and who it will be disclosed to.
 - Is made aware of any legal requirement for Centennial College to collect the information.
 - Is able to access their personal information upon request.
 - Does not receive unwanted direct marketing.
 - Can ask for personal information that is incorrect to be corrected.
 - Can make a complaint about Centennial College if they consider that their personal information has been mishandled.
 - Is made aware of any consequences for not providing the information requested.
 - Whether the information is likely to be disclosed to overseas recipients, and if so, which countries such recipients are likely to be located in.
- Centennial College retains evidence that that the student has acknowledged the following Privacy Notice and Student Declaration as part of their enrolment process:
<https://www.education.gov.au/privacy-notice-and-student-declaration>

Our full privacy policy is available on our website at: www.cc.nsw.edu.au

ACCESS TO YOUR RECORDS

You may access or obtain a copy of the records that Centennial College holds about you at any time. This includes personal information and records of participation and progress.

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If you want to access or obtain a copy of records, you must make a request in writing to the Administration Manager using the Access to Records Request Form outlining which records you wish to access. There is no charge to access your records however there is a cost of 20 c per page for photocopying or printing.

Access to records may be provided by:

- making copies of the records held in a file
- providing a time for you to review your file
- emailing you reports or exports of data or by providing a link or portal to access records online.

Amendment to records

If a student considers the information that Centennial College holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

NOTIFYING YOU IF THINGS CHANGE

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This would include if there were any changes of ownership, and any new third party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO.

If this occurs, Centennial College will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or call you. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.

You can let us know of any changes to your details by using the Student Change of Details Form.

COMPLAINTS AND APPEALS POLICY

1. Nature of complaints and appeals

- Centennial College responds to all allegations involving the conduct of:
 - The RTO, its trainers and assessors and other staff.
 - Any third party providing Services on behalf of Centennial College.
 - Any student or client of Centennial College.
- Complaints may be made in relation to any of Centennial College's services and activities such as:
 - the application and enrolment process
 - marketing information
 - the quality of training and assessment provided
 - training and assessment matters, including student progress, student support and assessment requirements

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- the way someone has been treated
- the actions of another student
- An appeal is a request for a decision made by Centennial College to be reviewed. Decisions may have been about:
 - course admissions
 - refund assessments
 - response to a complaint
 - assessment outcomes / results
 - other general decisions made by Centennial College

2. Principles of resolution

- Centennial College is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, Centennial College ensures that complaints and appeals:
 - Are responded to in a consistent and transparent manner.
 - Are responded to promptly, objectively, with sensitivity and confidentiality.
 - Are able to be made at no cost to the individual.
 - Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.
- Centennial College will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.
- Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

3. Timeframes for resolution

Complaints and appeals will be finalised as soon as practicable or at least within 30 calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved.

4. Records of complaints and appeals

Centennial College will maintain a record of all complaints and appeals and their outcomes on the *Complaints and Appeals Register*, which will be securely stored according to the Privacy Policy and Procedures.

5. Making a complaint of appeal

- Complaints about a particular incident should be made as soon as possible after the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.
- Complaints and appeals should be made in writing using the *Complaints and Appeals Form*, or other written format and sent to Centennial College's head office at Level 6, 31 Market Street, Sydney NSW 2000 attention to the Chief Executive Officer.

When making a complaint or appeal, provide as much information as possible to enable Centennial College to investigate and determine an appropriate solution. This should include:

- The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
- Any evidence you have to support your complaint or appeal.

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- Details about the steps you have already taken to resolve the issue.
- Suggestions about how the matter might be resolved.
- Your complaint or appeal will be acknowledged in writing within 3 business days and action will be taken towards addressing the complaint and appeal within 7 business days.

6. Resolution of complaints and appeals

- Some or all members of the management team of Centennial College will be involved in resolving complaints and appeals as outlined in the procedures.
- Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.
- Where a third party delivering Services on behalf of the RTO is involved, they will also be included in the process of resolving the complaint or appeal.
- Each party involved in the complaint or appeal may have a support person of their choice present at meetings scheduled to resolve the issue.
- In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task.
- Complaints and appeals will be finalised within thirty (30) calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time as the matter is resolved.
- The complainant or appellant will be advised in writing of the outcome of the process and the reasons for the findings made.
- The enrolment status of student will be handled as follows:
 - For domestic students that choose to access this policy and procedure, Centennial College will maintain the student's enrolment while the complaints and appeals process is ongoing.
 - For international students, Centennial College will maintain a student's enrolment throughout the internal appeals processes without notifying DET via PRISMS of a change in enrolment status. In the case of an external appeals process it will depend on the type of appeal as to whether Centennial College maintains the student's enrolment as follows:
 - If the appeal is against Centennial College's decision to report the student for unsatisfactory course progress or attendance, the student's enrolment will be maintained until the external process is completed and has supported or not supported Centennial College's decision to report.
 - If the appeal is against Centennial College's decision to defer, suspend or cancel a student's enrolment due to misbehaviour, Centennial College will notify DET via PRISMS of a change to the student's enrolment after the outcome of the internal appeals process

7. Independent Parties

- Centennial College acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by Centennial College.
 - For international students, the independent party is the Overseas Students Ombudsman. This service is free of charge. Where an international student is not satisfied with the outcome or conduct of the internal process, they are referred to the Overseas Students Ombudsman

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(OSO). Information is available here: <http://www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page>

- All other complainants or appellants can find an appropriate independent party by calling the Resolution Institute on 02 9251 3366 or by searching the following directory, according to locality and area/s of concern: <https://www.resolution.institute/disputeresolverdirectory>
- Centennial College will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.
- The CEO will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation.

8. External complaint avenues

- Complaints can also be made via the following avenues:

- National Training Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:

- Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.
- Email: ntch@education.gov.au

- Australian Skills Quality Authority (ASQA):

Complainants may also complain to Centennial College's registering body, Australian Skills Quality Authority (ASQA).

ASQA can investigate complaints about Centennial College in relation to:

- the quality of our training and assessment
- our marketing and advertising practices

For students:

- ASQA may not be able to investigate complaint if you do not include evidence that you have already exhausted our formal internal complaints process as above.
- If your complaint does not fall within ASQA's jurisdiction, it may be resolved more quickly if you directly contact the agency responsible as listed on the relevant webpage below.
- Please refer to the relevant webpage below before making a complaint to ASQA:

<https://asqa.gov.au/complaints>

For other stakeholders:

- Information about the process and information you should provide is available here: <https://www.asqa.gov.au/complaints/make-complaint-other-stakeholders>

- The Overseas Student Ombudsman (OSO)

International students may also complain to the OSO if their complaint is in relation to Centennial College:

- refusing admission to a course
- course fees and refunds
- course or provider transfers

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- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by your provider
- incorrect advice given by an education agent.
- if you believe we have failed to take action or are taking too long to take some action. This might include (for example), failing to provide your results in the normal timeframe, or failing to provide services included your written agreement with Centennial College.

The OSO may not be able to investigate your complaint if you have not already exhausted our formal internal complaints process as above.

Please refer to the following website if you are considering making a complaint:

<http://www.ombudsman.gov.au/making-a-complaint/overseas-students#quality-of-education-provider>

ISSUING OF CERTIFICATION DOCUMENTS

On completion (or withdrawal) of your course and payment of final fees, we will issue you with a qualification or statement of attainment within thirty (30) days. Qualifications will be accompanied by a record of results showing the units of competency achieved in the course. A record of results will only be provided with a statement of attainment if requested.

A statement of attainment showing any units completed will be issued if you partially complete a qualification such as in the case of withdrawal.

Centennial College reserves the right to with-hold the issuance of qualifications until all fees related to the course the qualification relates to have been paid, except where Centennial College is not permitted to do so by law.

Centennial College must have a valid USI on file for the student for a qualification or Statement to be issued.

Re-Issuing Statements and Qualifications

Records of qualifications and statements of unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to the current Fees, Charges and Refund Policy for the current fee.

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STUDENT FORMS

Name of Form	Reason for use
Marketing Permissions Form	If we want to use your picture, testimonial or other details on our marketing material (e.g. website) we will ask you to complete this.
Credit Application Form	If you want to apply for Credit Transfer
Complaints and Appeals Form	If you wish to complain about our services, or appeal an assessment decision made
Refund Application Form	If you believe you have grounds for a refund
Enrolment Form	If you wish to apply to study with us - also contains the USI authority form which notifies us of your USI or allows us to request creation of a USI on your behalf (required for enrolment)
Student Change of Details Form	Used to notify us if your personal details (e.g. name, contact details, address) have changed.
Withdrawal Form	If you wish to withdraw from a currently enrolled course of study.
Assessment Task Cover Sheet	Please use this when submitting assessment tasks
Suggestion for Improvement Form	If you would like to supply us with a suggestion to improve our services
Request to Access Records Form	To request access to the information we have in your file
Amendment to Records Form	If you believe the information we have in your file is incorrect
Course Transfer Application Form	If you wish to transfer to another provider.
Internal Course Transfer Application Form	If you wish to change to another course with Centennial College.