



CRICOS 01459A
RTO 2325

Cambridge International College

Student Pre-Enrolment Handbook

PERTH

297 Hay Street | East Perth |
WA 6004 | +61 8 9221 9990

MELBOURNE

108 Lonsdale Street | Melbourne
VIC 3000 | +61 3 9663 4933



Table of Contents

WELCOME TO CAMBRIDGE INTERNATIONAL COLLEGE	3
2. ABBREVIATIONS USED IN THIS HANDBOOK	4
3. INTRODUCTION	4
4. QUALITY STATEMENT.....	5
5. CHANGE OF CONDITIONS.....	5
6. COLLEGE LOCATION AND CONTACT NUMBERS	5
7. FACILITIES	5
8. KEY CONTACTS	5
9. NATIONAL VOCATIONAL EDUCATION AND TRAINING REGULATOR ACT 2011	6
10. THE AUSTRALIAN QUALIFICATIONS FRAMEWORK (AQF)	6
11. EDUCATION SERVICES FOR OVERSEAS STUDENTS (ESOS) ACT 2007	6
12. ESOS FRAMEWORK	7
13. PROTECTION FOR OVERSEAS STUDENTS	7
13 a. <i>Your rights</i>	7
13b. <i>Your responsibilities</i>	8
13c. <i>Contact details</i>	8
14. STUDENT VISA REQUIREMENTS.....	8
14a. <i>General requirements</i>	8
14b. <i>Financial Status</i>	8
14c. <i>Students with School Age Dependants</i>	8
14d. <i>English entry requirements</i>	9
14e. <i>Change of address - Contact Information</i>	9
14f. <i>Overseas Student Health Cover (OSHC)</i>	9
14g. <i>Unsatisfactory attendance and/or academic progress</i>	9
14g.1. <i>For VET students</i>	10
14h. <i>Working while studying</i>	11
14i. <i>Breaches - Warning and Reporting</i>	11
14j. <i>Deferral or Suspension of course</i>	11
15. EDUCATION AGENTS.....	12
16. ACCESS AND EQUITY	12
17. LANGUAGE, LITERACY AND NUMERACY SUPPORT (LLN).....	13
18. STUDENT SELECTION	13
19. GUIDELINES FOR ADMISSION	14
19a. <i>Introductory Information</i>	14
20. APPLYING FOR AN AUSTRALIAN STUDENT VISA	14
20a. <i>Certified Documents</i>	14
20b. <i>Recognition of qualifications and statements of attainment</i>	15
21. RECOGNITION OF PRIOR LEARNING (RPL)	15
22. APPLICATION TO STUDY AT CAMBRIDGE INTERNATIONAL COLLEGE	16
23. HOW TO APPLY FOR ENROLMENT AT CAMBRIDGE INTERNATIONAL COLLEGE	16
23a. <i>Complete your Cambridge International College application form</i>	16
23b. <i>Application checklist to assist you to complete your application form –</i>	16
<i>Have you...</i>	16
23c. <i>Submit your Australian Student Visa application</i>	16
24. OVERDUE FEE COLLECTION POLICY AND PROCESS	17
25. ORIENTATION ON ARRIVAL.....	17
26. ACADEMIC INTEGRITY POLICY.....	17
27. COURSE OUTCOMES FOR VET QUALIFICATIONS	18
28. RE-ASSESSMENT.....	18
29. PREPARING YOU FOR THE WORKPLACE	18



30. CANCELLATION AND REFUND POLICY 18
 30a. Student Cancellation - Default..... 18
 30b. Cambridge International College Default 19
 30c. Refund appeals 19
31. ISSUES, CONCERNS OR COMPLAINTS 19
 31a. Appeals Following Warning or Intention to Report Letter, Concern or Complaint Decision..... 20
 31b. Appealing the Assessment of your VET Competence..... 21
 32. Conduct..... 22
33. DISCIPLINARY PROCEDURE FOR NON-COMPLIANCE WITH COLLEGE RULES 23
34. TAKING LEAVE WHEN ILL 23
35. APPROVED LEAVE 23
36. PRIVACY AND CONFIDENTIALITY 24
37. WELFARE AND GUIDANCE SERVICES..... 24
 37a. Students under 18 years 24
38. LIVING IN MELBOURNE/PERTH..... 24
 38a. Estimates of Rental Accommodation 25
 38b. Cost of Utilities 25
39. STUDENT RELEASE..... 25
 39a. Circumstances for Student Release 25
 39b. Circumstances for Non- Student Release..... 25
 39c. Procedure for Requesting a Student Release 25
 39d. Calculating Fee Refund 26
AUSTRALIAN SERVICES WITH CONTACT DETAILS:..... 27
 Services (Perth) 27
 Services (Melbourne) 28





Welcome to Cambridge International College

Congratulations on choosing to complete your studies with Cambridge International College. We will endeavour to ensure that your learning is successful and trust that you enjoy your time with us.

This book contains important information about the college. If you do not understand anything or require further information, don't hesitate to enquire from any of the marketing or admission staff listed in the key contacts in this booklet, they will gladly help.

Cambridge International College offers a range of courses, which involve industry consultation to ensure currency and workplace relevance. Our courses are guided by experienced and qualified trainers, in a supportive learning environment. A variety of approaches are used to assist your learning and assess your knowledge and skills to support you in meeting the outcomes of your chosen qualification.

The college has air-conditioned classrooms fitted with whiteboards, projectors, and Wi-Fi, to provide a comfortable environment for learning and teaching.

During your enrolment with us it is expected that you attend class and achieve satisfactory academic progress. [Attendance and Course Progress Policies are available on the Cambridge International College website]

By delivering nationally recognised qualifications Cambridge International College provides opportunities for improving your English and also for you to obtain Australian workplace knowledge and skills. On successful completion of the qualification there are pathway options to Higher Education in Australia.

We look forward to meeting you and wish you every success with your studies.

Cambridge International College staff

2. Abbreviations used in this handbook

Name	Description
ASQA	Australian Skills Quality Authority
CIC	Cambridge International College
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
DET	Department of Education and Training
DoHA	Department of Home Affairs
DOS	Director of Studies
eCoE	Electronic Confirmation of Enrolment
EEO	Equal Employment Opportunities
ESOS	Education Services for Overseas Students Act 2000
LLN	Language Literacy and Numeracy
OSHC	Overseas Student Health Cover
RPL	Recognition of Prior Learning
RTO	Registered Training Organisation
TPS	Tuition Protection Scheme
VET	Vocational Education and Training

3. Introduction

Australian Business Number: 12 068 849 927

RTO Number: 2325

CRICOS Provider Number: 01459A

Cambridge International College (CIC) is registered by the Australian Government Australian Skills Quality Authority (ASQA) to deliver the following vocational courses to International or local students under the revised Standards for RTO's (2015).

Cambridge International College offers training and assessment with qualified and experienced trainers and assessors who also have current industry experience in their relevant area of study. They are here to support you throughout your training program and help you further your career goals.

The list of qualifications delivered at Cambridge International College follows. Please refer to the Cambridge International College website [www.cambridgecollege.com.au] for details of each qualification, including entry requirements and fees. Material fees cover the costs of the learning resources essential to the course or unit of study. Material fees may vary depending on the

qualification. For detailed information on the material fees please visit our website.

CRICOS Code	National Code	Course	Duration
ASQA ACCREDITED COURSES			
090341M	FNS40615 (Superseded)	Certificate IV in Accounting	34 weeks
090342K	FNS50215 (Superseded)	Diploma of Accounting	50 weeks
092306J	SIT30816	Certificate III in Commercial Cookery <i>(Perth campus)</i>	52 weeks
092307G	SIT40516	Certificate IV in Commercial Cookery <i>(Perth campus)</i>	78 weeks
090995F	SIT50416	Diploma of Hospitality Management <i>(Perth campus)</i>	50 weeks
090343J	BSB42015	Certificate IV in Leadership and Management	34 weeks
090344G	BSB51915	Diploma of Leadership and Management	50 weeks
092674G	BSB61015	Advanced Diploma of Leadership and Management	52 weeks
092308G	BSB42415	Certificate IV in Marketing and Communication	34 weeks



092309F	BSB52415	Diploma of Marketing and Communication	52 weeks
092310B	BSB61315	Advanced Diploma of Marketing and Communication	52 weeks

4. Quality statement

Cambridge International College is committed to providing quality service and continuously aims to improve our services and programs. We value your suggestions and feedback as to how we can help you better.

Our courses comply with the RTO Standards (2015). These standards are maintained through continual professional development, industry liaison, internal auditing validation and moderation.

5. Change of conditions

Cambridge International College reserves the right to change its fees and conditions of enrolment at any time for prospective students, but this will not affect any current students/enrolments. Changes to class times and/or the class timetables may also change from time to time and at any time and affected students will be given as much notice as possible if and when such changes are to occur.

6. College location and contact numbers

Perth Campus

297 Hay Street,
East Perth, WA 6004
Telephone: (+61 8) 9221 9990
Email: info@cambridgeinternationalcollege.edu.au

Melbourne Campus

108 Lonsdale Street,
Melbourne, VIC 3000

Telephone: (+61 3) 9663 4933

Email: info@cambridgeinternationalcollege.edu.au

7. Facilities

College Campuses

Our campus offers air-conditioned classrooms equipped with whiteboards, projectors and Wi-Fi. Facilities at both campuses include:

- Computer labs
- Student library
- Group study rooms and conferencing facilities
- Student common room
- Private prayer rooms

The campuses are located close to the CBD [Central Business District], train stations, public transport, public libraries, shopping centers and cinemas.

Should the College consider relocating to new premises or acquire additional premises for the purpose of delivering ASQA accredited courses the College Management will notify in writing ASQA and the students enrolled with the College any intention to relocate at least 20 working days before the relocation.

8. Key contacts

Managing Director **Roelof Oosthuizen**

The Managing Director is responsible for the standard of training, assessment and safety in Cambridge International College, in accordance with the relevant government legislation

Campus Managers

The Campus Manager is responsible for the day to day running of the College facilities and the overall quality of the student experience.

Marketing Team

The Marketing team are available, prior to an enrolment, by appointment through reception, to help you with agent issues, visa and CoE issues, study options, Letters of Offer, RPL and/or Credit



transfers and fees. After enrolment please see the DOS for any concerns.

The Marketing team are responsible for giving students information about the College and answering questions about college facilities and services. The Marketing Managers are the first contact for you if you have any agent problems during your time in Australia.

Admissions

admissions@cambridgecollege.com.au

Admissions manage your college enrolment.

The admissions team are available for any queries or information regarding your application form.

Admissions are responsible for your enrolment, administration and receive all payments.

Director of Studies

The Directors of Studies are responsible for maintaining the quality of the courses in their respective subject areas. They also deal with day to day academic problems related to the courses.

Trainers and Assessors

Trainers plan and deliver the course and assess your progress. All vocational (VET) trainers have a Certificate IV in Training and Assessment (TAE40110) as well as relevant subject qualifications and industry experience in their subject areas.

Emergency Contact

EMERGENCY contact (after business hours):

Perth: 0435265645

Melbourne: (+61 3) 8888 6565

9. National Vocational Education and Training Regulator Act 2011

The National Vocational Education and Training Regulator Act 2011 (NVR) is the legislation that established a national regulator, the Australian Skills Quality Authority (ASQA), which is

responsible for registering training organisations and accrediting courses.

One of the core conditions of registration is that relevant applicants and RTOs comply with the requirements set out in the new VET Quality Framework.

The VET Quality Framework is aimed at achieving greater national consistency in the way providers are registered and monitored and in how standards in the VET sector are enforced.

The VET Quality Framework comprises:

- the Standards for NVR Registered Training Organisations
- the Fit and Proper Person Requirements
- the Financial Viability Risk Assessment Requirements
- the Data Provision Requirements, and
- the Australian Qualifications Framework.

10. The Australian Qualifications Framework (AQF)

The Australian Qualifications Framework (AQF) covers all qualifications in post-compulsory education and training. It was developed to meet the need for an overall system of qualifications to support reforms in vocational education and training. The AQF was introduced throughout Australia in January 1995.

www.aqf.edu.au

11. Education Services for Overseas Students (ESOS) Act 2007

The provision of education and training services to overseas students in Australia is regulated by the Department of Education and Training (DET) through the Education Services for Overseas Students Act (2000) and associated legislation.

The purpose of the legislation is to protect the interests of people coming to Australia on student visas, by providing tuition and financial protection and by ensuring a nationally consistent standard for all registered providers. Cambridge International College protects students' fees through membership of the Tuition Protection



Scheme (TPS) and ensures the protection of student fees through the ESOS Assurance Fund.

As a CRICOS registered provider (01459A), Cambridge International College must comply with the ESOS Act, associated legislation and regulations. There are penalties for failure to comply.

Under the ESOS Act, Cambridge International College must report directly to DoHA (Department of Home Affairs), when a student breaches the visa requirements, in particular the requirements about student's maintaining satisfactory course progress in their course. Should you wish to obtain further information about the ESOS Act a summary fact sheet is available on the DET website at: <https://tps.gov.au/StaticContent/Get/StudentInformation>

12. ESOS framework

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding experience of 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*. A detailed explanation of this framework can be accessed on the DET website at:

<https://internationaleducation.gov.au/Regulatory-Information/Documents/esosstudentfactsheetv3.pdf>

13. Protection for overseas students

As an overseas student on a student visa, you must study with an education provider and in a course found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.education.gov.au/>

To become registered on CRICOS (or have registration renewed), a provider must meet the registration requirements in the *Education Services for Overseas Students Act 2000 (Cth)*. We hold CRICOS registration.

Please check carefully that the details of your course – including its location – match the

information on CRICOS.

<http://cricos.education.gov.au/>

13 a. Your rights

The ESOS framework protects your rights, including:

- your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent.
- your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money.
You should keep a copy of your written agreement.
- your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

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

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



One of the standards does not allow students to enrol with another provider before having completed six [6] months of their primary course of the original enrolment with the primary provider. If you want to transfer before this time you need your provider’s permission. Other institutions may not enrol you without a release letter.

DET contact: telephone 1300 615 262 (local call costs), visit the website: <https://internationaleducation.gov.au> and/or submit an ESOS enquiry form online from the website at **Contact Us**.

13b. Your responsibilities

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

- satisfy your student visa conditions
- maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- meet the terms of the written agreement with your education provider
- inform your provider , within 7 days, if you change your address or update contact information.
- maintain satisfactory course progress
- follow your provider’s attendance policy

13c. Contact details

Your provider	DET	DoHA (DEPARTMENT OF HOME AFFAIRS)
<p>For policies and procedures that affect you:</p> <ul style="list-style-type: none"> • Speak with your provider • Go to your provider’s website 	<p>For your ESOS rights and Responsibilities:</p> <p>https://internationaleducation.gov.au/Regulatory-Information/Documents/esosstudentfactsheetv3.pdf</p> <ul style="list-style-type: none"> • ESOS Helpline 1300 615 262 131 881 (within in Australia) • ESOS enquiries, https://internationaleducation.gov.au Online Enquiry Form 	<p>For visa matters:</p> <p>http://www.homeaffairs.gov.au/</p> <ul style="list-style-type: none"> • Contact the DoHA (Department of Home Affairs)

14. Student Visa requirements

14a. General requirements

The Department of Home Affairs (DoHA) has a number of requirements for granting a student visa. Granting of a student may visa depend on:

- Your country of origin
- Whether you have enough money to support yourself during your course
- Your English proficiency
- Your likely compliance with the terms of your visa
- Other matters considered relevant to assessing your application.

Visas are processed through the Australian Immigration Office, High Commission, Embassy or Consulate in your home country. You will also be required to show that you meet the entry requirements for the course for which you intend to enrol. Once in Australia it is important that you keep to the terms of your visa. Australian Government Regulations state that students on a student visa must maintain a satisfactory rate of academic progress and attendance.

Information on visa matters is available from your Cambridge International College Agent with full additional information on student visa issues being available on the Department of Home Affairs DoHA <http://www.homeaffairs.gov.au/>

14b. Financial Status

Under current country assessment levels, students must sign a declaration that they have sufficient funds to cover their stay in Australia. Students must have evidence that they have funds totaling AUD 18,000 in Australia. Students accompanied by a spouse should add AUD 4,200 per annum.

14c. Students with School Age Dependents

You should add a further 20% to their annual budget if you have at least 1 child, plus an additional AUD\$8,000 per annum for the cost of



schooling if the child is of school age. For each additional child a further 15% should be added to your budget as well as the cost of the school fees.

14d. English entry requirements

Depending on your student visa assessment level you may need to prove your English level to get a Student Visa (Subclass 500). But, in general, you must be able to read, write and understand English to benefit from a vocational (VET) course. Before you start your course you will need to prove your language level as part of the enrolment process.

For admission to the Cambridge International College, English language proficiency must be demonstrated by achieving the following minimum standards:

Test of English as a Foreign Language (TOEFL) 500
International English Language Testing System;
(IELTS) 5.5 (General Training);
International Second Language Proficiency Rating
(ISLPR) 3+

A Certified copy of your English proficiency must be attached to your Cambridge International College Application form.

14e. Change of address - Contact Information

Upon arriving in Australia you are required to advise us of your residential address, email address and your mobile telephone number.

If you move house or change your mobile number it is extremely important that you give us your new address and contact information within 7 days of this change. You will also be given a college email address and this address will be used for all college communication. This will ensure that you receive important information about your course, fee receipts and any other important information. A Contact Information Form is available from reception.

14f. Overseas Student Health Cover (OSHC)

Australia has an efficient health care system which is subsidised by the Australian Government. Overseas Student Health Cover (OSHC) provides

insurance cover that permits you to use this system. Your health Cover covers a portion of the costs for any medical or hospital care you need while studying in Australia. It also provides part payment for most prescription drugs and emergency ambulance transport.

If you are an international student studying in Australia, you must purchase an approved OSHC policy from a registered health fund – before applying for your visa. You will also need to maintain your OSHC throughout your stay in Australia.

You can find out more about the conditions of health coverage and about purchasing Overseas Student Health Cover at the website <http://studyinaustralia.gov.au/Sia/en/StudyCosts/OSHC.htm>

14g. Unsatisfactory attendance and/or academic progress

Cambridge International College states that there is a direct relationship between the successful completion of assessment events and competency achievement with attendance and active class participation. Therefore the College will monitor class attendance and keep records of unexplained absences. Cambridge International College maintains an 80% minimum attendance standard requirement. For VET courses, students are required to undertake all in-class group tasks.

In accordance with the guidelines of Standard 8 of the National Code, Cambridge International College will report students via PRISMS to the DoHA (Department of Home Affairs) when they fail to meet satisfactory attendance requirements, if not making satisfactory academic progress and/or a student is absent for more than five consecutive days. Cambridge International College may choose not to report a breach if:

- the student's attendance is at least 70 per cent with satisfactory explanatory evidence for the absences;
- the student is maintaining satisfactory academic performance ;



- there are compassionate and compelling reasons or circumstances for poor attendance and/or academic progress ; and
- this is consistent with the provider's documented attendance and academic progress policies and procedures.

It is important and expected that students make satisfactory progress in their course of study.

Cambridge International College will also monitor academic performance of each student and will intervene where that performance is not satisfactory.

Trainers will monitor and assess students' attendance and academic progress on a daily and weekly basis and then again at term end. This is usually across two units depending on the course and approximately every two months.

Satisfactory progress is defined as successfully completing at least 50% of the study load in each teaching period.

Students who do not pass at least 50 % of the Units undertaken in a study period will be informed of their lack of academic progress in accordance with the Academic Progress Policy. Depending on where a student is positioned with respect to the academic progress policy, an intervention strategy may be required.

Where there is no effort to improve academic progress and/or the student continues not to make satisfactory academic progress, the student will be issued with a Notification of Intention to Report from Cambridge International College outlining the college's intention to report to DoHA (Department of Home Affairs) for failure to maintain satisfactory academic progress.

At this time the student will have 20 working days to appeal.

If no appeal is made or if the appeal is not upheld, the student will be reported via PRISMS to Department of Home Affairs (DoHA) for unsatisfactory academic progress.

Students may lodge an external appeal or complain about a decision through the Overseas Students Ombudsman within 5 working days of the end of the internal appeal process or decision. See the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072 for more information.

If a student chooses to access an external appeal process, Cambridge International College will maintain the student's enrolment during the process.

If a student's appeal is successful the result will vary. For example:

- If the appeal shows that there was an error in calculation, and the student actually met a satisfactory attendance rate or made satisfactory academic progress (successfully completed more than 50% of the course requirements for that study period), Cambridge International College will take no action in reporting the student.
- If the appeals process shows that the student has not met a satisfactory attendance or made satisfactory academic progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support will be provided to the student and the report will not be made.

If any internal or external complaint handling or appeal process results in a decision that supports the student, Cambridge International College will immediately implement any decision and/or corrective and preventative action required, and then advises the student of the outcome.

For more details of Academic progress please find the policy and procedure on the website.

14g.1. For VET students

The student will be first contacted by email when their attendance falls to 90% or when they are absent for more than five consecutive days. They will receive a letter by email informing them of the situation and the implications of a falling attendance rate.



The College will next contact the student by email when the attendance falls to 85% through an Intervention Counseling letter. The VET DOS will meet with the student to inform them that their attendance is unsatisfactory. The VET DOS will check the academic progress of the student and where the academic progress is also not satisfactory, an intervention plan will be implemented.

Where attendance falls below 80% **and** the student is not making academic progress a student will be issued, via email, with a Notification of Intention to Report letter from Cambridge International College outlining the school's intention to report to DoHA (Department of Home Affairs) for failure to maintain satisfactory academic progress.

At that time the student will have 20 working days to appeal. If no appeal is made or if the appeal is not upheld, the student will be reported to DET-DoHA (Department of Home Affairs) for unsatisfactory academic progress. For more information refer to the Policies.

If a student is absent for 5 days, the DOS will request the College Student Services/Academic Coordinator to telephone the student to find out the reason. If there is a problem the College will offer to help. If for any reason the College can't contact the student after repeated efforts, the College will inform DoHA (Department of Home Affairs).

For more information see Appeals, page 22. Students may refer to the Overseas Student Ombudsman for help with any query or complaint: www.oso.gov.au

14h. Working while studying

Overseas students are allowed to work 40 hours a fortnight while their course is in session (excluding any work undertaken as a registered component of their course of study or training) and they can work unlimited hours during scheduled course breaks.

Permission to work is provided with a visa grant. This applies to both the primary student and any family members travelling with them on their student visa. Most student visa holders no longer need to apply separately in Australia for permission to work.

14i. Breaches - Warning and Reporting

Students registered under CRICOS are subject to DET-DOHA (Department of Home Affairs) attendance, academic and financial warning and reporting requirements. If you have been absent for 5 consecutive days without approval, have not been consistently attending your course or your fee payment schedule is not up to date, you will be contacted by the VET Administration office or DoS either by email phone to arrange an appointment to discuss these matters. A record of this discussion will be kept in your student file.

You will be reported to DET-DoHA (Department of Home Affairs) if:

- You are not maintaining satisfactory academic progress (and not meeting attendance requirements)
- You withdraw from a course without following the correct procedures;
- You have not paid your fees.

You will be advised in writing and required to attend a meeting with a DET-DoHA (Department of Home Affairs) official within 28 days after the day specified in the letter.

14j. Deferral or Suspension of course

Students enrolled at Cambridge International College are only allowed to defer their course in the following circumstances:

- illness (documented by a doctor's certificate)
- bereavement
- other exceptional circumstances beyond the control of the student. [Compassionate & Compelling Circumstances]

If a student defers or suspends their studies Cambridge International College is required to notify DET-DOH (Department of Home Affairs) via PRISMS. One of the conditions of a student visa is



that you may only change to a different college within the first six months of your primary course under exceptional circumstances and with a release letter from the College.

15. Education agents

Cambridge International College is responsible for the actions of education agents representing the College. All Cambridge International College agents have signed an agreement with the College. Cambridge International College reviews the activities of agents continuously. If you believe your agent is misleading you or misrepresenting the College, please contact us immediately.

You should not be asked for additional fee payments by agents once you have been accepted by Cambridge International College. Should you be asked for additional fees, please speak to the College Finance Officer.

A Cambridge International College Education Agent must provide you with information on the following before you make an application to study:

- Facilities, equipment and learning resources;
- Course content, course duration and the qualification gained on completion.
- Teaching and assessment methods;
- Details of any arrangements with other providers for recognition or completion of the course.
- Tuition fees, refund conditions and other expenses;
- Information about living in Australia, the College campus and location, accommodation availability, and costs of living;
- The minimum level of English language proficiency, educational qualifications and work experience required for acceptance into a course;
- Student visa requirements.
- The conditions imposed on student visas including satisfactory academic performance, attendance requirements and working.
- The requirement that Cambridge International College must report students who fail to meet

their visa conditions to DOHA (Department of Home Affairs)

- Withdrawal arrangements;
- Admission procedures, credit transfers and the recognition of prior learning (RPL) policies at the College;
- Internal and external complaint and appeals procedures
- The non-academic student support services of special relevance to international students.

16. Access and equity

Access refers to the ability of students to enter training. Equity is a term used to cover issues relating to the student participation in the College and achievement of outcomes in their chosen area of training. Cambridge International College will meet the needs of individuals and the community through the integration of access and equity guidelines. Cambridge International College will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality without discrimination.

Cambridge International College will provide opportunities for persons to participate in the vocational education and training system. This College prohibits discrimination towards any individual or group in any form, including:

- Gender;
- Pregnancy;
- Race, colour, nationality, culture, ethnic or ethno-religious background;
- Marital status;
- Sexual/Gender identification and/or orientation (actual or presumed)
- Disabilities; and
- Indigenous Australians.

All Cambridge International College employees are committed to ensuring that the College selection criterion is non-discriminatory, providing fair access to training for all people through:



- Being responsive to your needs and suggestions on a day to day basis. If a member of staff believes that a student is experiencing difficulties, then it is their responsibility to refer the matter to the Director of Studies. Upholding the values and integrity of Cambridge International College by complying with policies;
- procedures and legislative requirements, and incorporating access and equity principles into all functions and activities within Cambridge International College, as well as the operation and culture of Cambridge International College;
- Providing training and assessment and learning resource materials of the highest quality that take into account cultural and linguistic needs and will be used in an ethical manner;
- Participating in staff development programs to assist in developing training and assessment methods and practices, as well as skills in relating appropriately to a diverse student population;
- Being responsive to the needs and suggestions of Cambridge International College students by ensuring that training and assessment procedures are flexible;
- Assessment methods include but are not limited to, demonstration, written tests, questions and answers, oral questioning, written reports, role play and/or visual simulations, case studies, presentations, portfolio development and practical/supervisory reports.
- Being alert to the facts that some training programs offered may have a limited number of places available and these will be filled as per the requirements detailed with the client selection information;
- Ensuring our enrolment procedures will be free of discrimination, and if an individual does not meet the entry requirements, all attempts will be made to assist them to identify all alternative courses of action.

Should you feel that you have any issues related to access and equity, you should contact the

Admissions Manager. If you are not happy with the response you can contact the Chief Executive Officer. All discussions will be treated confidentially. All our staff are expected to follow our Code of Conduct. This handbook sets out your rights and responsibilities as a student.

17. Language, Literacy and Numeracy Support (LLN)

If you have problems with language, literacy or numeracy, we will discuss a number of options to help. If necessary we will offer counselling about your particular problem and how it may affect your progress in our course. Recommendations will be made but, finally it is up to you whether you act on them.

If the assessment identifies that you need further development in a specific area, the Director of Studies, will discuss the options with you.

The Learning Advisor is also available, free of charge, for learning support on campus. The Learning Advisor is able to provide ongoing on campus support with literacy, numeracy and study skills.

18. Student selection

Cambridge International College have the following selection criteria in recruiting students for our programs. These include relevant skills, experience and career plans.

To study in a VET program at Cambridge International College you must be at least 18 years old. You must have completed Year 11 or its equivalent for Certificate III and Certificate IV course, and Year 12 or its equivalent for Diploma of Advanced Diploma course. However, if you are a mature age entrant, you may use your work experience as evidence of your ability to successfully complete the course. You must also have an IELTS [general] score of 5.5 or equivalent to enter a Vocational Course.

If you do not have the required level of English Cambridge International College will ask you to do an English Course to help you meet the entry requirement.



The amount of English study you will need depends on your current level of English.

In addition, specific training programs may require a different or specific type of selection criteria. The most common selection criteria are:

- ability to complete the training program;
- the reason why you wish to take the training program and how the program will help you with your career plans;
- any other criteria relevant to National Training Package pre-requisites.

Offers of course placement will be based on the assessment of the Director of Studies who will take your qualifications and proficiencies into account.

19. Guidelines for admission

19a. Introductory Information

To study in Australia you must:

- be enrolled in a course which is registered by the Australian Government;
- attend the course full time. That is for at least 20 contact hours per week*;
[*Study mode / delivery of all courses are full time face-to-face on campus, with practical off-site commercial kitchens for Certificate III in Commercial Cookery and simulated work environments. An online learning platform is also available to access learning resources]
- have an Australian Student Visa.

The following information will help you to apply to study in Australia at Cambridge International College. This information is a guide only and you will find more information about visa requirements, student selection, course information and fees:

- in this Cambridge International College Student Handbook
- on the Cambridge International College website (www.cambridgecollege.com.au);
- in Cambridge International College brochures;
- on Australian Government websites listed below or
- by contacting the College.

20. Applying for an Australian Student Visa

To apply for a visa you need to contact a representative of the Australian Government at an Australian High Commission, Embassy or Consulate. You can also obtain information about Australian Student Visas on the following Australian Government websites:

www.studyinaustralia.gov.au; www.border.gov.au

These websites provide you with official details about:

- Entry requirements for a Student Visa;
- Your responsibilities after you receive your Student Visa;
- Documents you are required to submit with your Student Visa application.

Please Remember: Depending on the country in which you live and the application process, your visa may take weeks or even months to be approved. This is important to remember when you choose your start date with Cambridge International College.

20a. Certified Documents

When you apply to enrol in a Cambridge International College course you will be asked to supply Certified Documents. Certified Documents are copies of original documents which have been certified as being a true copy of the original document.

The copies can only be certified by an authorised person, such as:

- The institution which issued the original documents;
- An officer in the admissions department of Cambridge International College;
- An appointed agent of Cambridge International College;
- An officer in the records or admissions department of a tertiary institution;
- A Justice of the Peace (Australia only);
- A Notary Public (People's Republic of China only).



The copies must:

- State – “I certify this to be a true copy of the original”;
- Be signed and dated by the authorised person;
- Contain the clearly written name, occupation and contact details of the authorised person. In the case of a tertiary institution the official stamp of the institution should be used.

Certified copies of documents can be accepted in hard copy by mail for the application process or by fax or email from Cambridge International College agents. Certified documents submitted to Cambridge International College become the property of the college and will not be returned.

Original documents, which are in a language other than English, must be translated by an official translator registered with a government body or by agents who have been designated as translators. These translated documents must include the date, the name and signature of the translator and the translator’s official stamp.

20b. Recognition of qualifications and statements of attainment

All AQF qualifications and statements of attainment will be fully recognised and credit transfer is available to students enrolling in any of our courses.

Any student wishing to apply for recognition of existing qualifications or a statement of attainment should apply to Admissions or the Director of Studies for a Recognition of Prior Learning application or visit the website www.cambridgecollege.com.au.

21. Recognition of Prior Learning (RPL)

Students with VET training programs are provided with full recognition of their current skills and knowledge. CIC promotes the acknowledgment of 'non-traditional' forms of learning as valid pathways for recognition of competency achievement during the RPL assessment process.

The RPL process conducted is an assessment process, which provides acknowledgement of all skills and knowledge gained through life experiences, work experience, previous training and formal education. A student may elect to have their qualifications and/or Statements of Attainment recognised by completing the RPL Application form before coming to Australia or during the **first two weeks** after enrolling in a course unit at Cambridge International College. RPL will not be considered after that time.

Where RPL is granted before an International Student has a visa issued, then the period of the course will be adjusted appropriately when the Electronic Confirmation of Enrolment (eCoE) is issued. If RPL is agreed after visa issue the College will report the change of course duration via PRISMS as required under Section 19 of the ESOS Act 2000. If such a case occurs the student will maintain a full time study load. In either case the student will not be allowed to study less than a minimum full time load per week (20 hours).

DoHA (Department of Home Affairs) through PRISMS is to be advised of the student’s RPL. The student’s details are adjusted to reflect the College decision.

There is a fee schedule for when a student applies for recognition of their skills. This schedule consists of an application fee plus a fee per unit of competence for which they are seeking RPL. These fees must be paid when making the application and are not refundable. The fee per unit of competence may vary for each course. Please enquire prior to making an RPL application.

If a student is unsuccessful the total amount paid less the RPL application fee will be deducted from the course tuition fees. If a student gains RPL through the RPL process for units of their course, their overall course time will effectively be reduced. Therefore, a pro rata adjustment to the course fees will apply. Any adjustment of time will comply with requirements of the National Code



2018 and may require changes to the duration of study on the CoE.

22. Application to study at Cambridge International College

You must complete an application form before you begin studying at CIC. This application form contains all necessary data, which may be accessed by state and federal government registering bodies.

All information is entered onto the Cambridge International College student management database and the original enrolment form will be filed in your individual student file. You can get a copy of this information if you wish.

The Cambridge International College application form can be:

- downloaded from the Cambridge International College website, or
- obtained from your education agent.

23. How to apply for enrolment at Cambridge International College

23a. Complete your Cambridge International College application form

Send your completed form and your non-refundable Enrolment Fee of AUD \$250, to Cambridge International College. You must attach certified copies of all documents that are requested on the Application Form. For information about certified copies please refer to the Guidelines for Admission or page 14 section 20a of this handbook.

23b. Application checklist to assist you to complete your application form – Have you...

- Completed all sections of the application form?
- Read and signed the declaration?
- Enclosed certified copies of your passport and visa?
- Enclosed certified copies of qualifications?

- Enclosed certified copies of English language proficiency?
- Enclosed any other certified documents requested in the application form?
- Enclosed AUD \$250 for the (non-refundable) enrolment fee?

2. A “Letter of Offer”

Cambridge International College will assess your application and if you are accepted you will be sent a “Letter of Offer”.

3. Accepting an offer and payment of fees

If you wish to accept the offer you are required to pay:

- the first instalment for your VET courses;
- PLUS Overseas Student Health Cover and any other fees as detailed in the letter of offer.

Further tuition fee instalments are to be paid 6-monthly, in advance. A fee schedule will be forwarded to you.

4. eCoE

Once you have paid your fees then Cambridge International College will issue an eCoE. The eCoE will be sent to you, or your agent, by mail, email or fax.

You must then submit the eCoE to the Department of Home Affairs (DoHA (Department of Home Affairs) as below.

23c. Submit your Australian Student Visa application

Depending on the Country Assessment Level as indicated by DoHA (Department of Home Affairs), you may need your “Letter of Offer” before you apply for your visa.

For more information please contact your nearest High Commission, Australian Embassy or Consulate or visit the DoHA (Department of Home Affairs) website: <http://www.homeaffairs.gov.au/>



24. Overdue Fee Collection Policy and Process

Step 1 – Notice 1: Fees Reminder and Invoice

You will be posted a fees reminder and an Invoice four weeks before your tuition fee is due.

It will also be emailed to your agent.

This invoice will be the First Notice and you are required to pay by the due date.

The following are some of the payment options accepted at the college.



For more information ask the Marketing Department for the Student Payment Options and Remittance document.

Step 2 – Final Reminder: Intention to Report

If your fees become overdue by 7 working days immediate payment is required and a final reminder, an Intention to Report notice, will be posted to you.

A copy will be emailed to your agent.

(This step will be recorded on your personal records at Cambridge International College.)

Step 3 - Appeal or Payment

You will have **20 working days** to appeal in writing or to contact the college regarding payment.

Step 4 - Reporting to DoHA (Department of Home Affairs)

If payment in full, or a legitimate written request for appeal, is not received from you the College will report you to the Department of Immigration and Citizenship (DoHA (Department of Home Affairs) for failure to pay fees.

Your **CoE will be terminated** and your visa may be cancelled.

Step 5 - Student Exclusion

If your CoE is cancelled you will not be able to attend classes until the situation is resolved and your account settled.

25. Orientation on arrival

Orientation is mandatory for all students prior to enrolment. It is designed to inform you about college life and to introduce you to your course. In addition, you may meet your trainers and other college staff, have a tour of the College and be informed of College policies and procedures.

Please be sure to confirm the date and time of the orientation session you will need to attend.

26. Academic Integrity Policy

Cambridge International College is committed to the academic right that students receive credit for the work submitted by them for assessment. Part of this right is that it is clearly unfair for students to submit work for assessment that appears to be their own but is copied from others with or

without acknowledging the source. This kind of activity represents a form of academic fraud.

Cambridge International College is committed to developing research and literacy skills that will enable students to avoid plagiarism or any other form of academic dishonesty including collusion, cheating, claiming credit for group work without actively participating, and recycling.

Plagiarism is using the words or ideas of others without acknowledging the source. It can be deliberate cheating or simply failing to acknowledge copied work. Plagiarism includes using other people's ideas and presenting them in your own words down loading an essay or other material from the Internet and submitting it as your own work.

- purchasing an assignment and submitting it as your own work.
- using a friend's work to submit for assessment
- using the words from a book or website without referencing it
- using other people's words
- presenting large amounts of quoted work with little of your own input

Students who are found to have plagiarised will receive a fail grade in an assessment. A repeat offence may lead to the student being asked to leave the College. Students are advised to seek assistance to develop appropriate research and writing skills in order to avoid any form of academic dishonesty.

Cheating in all forms including copying from another student or the use of phones and other electronic devices in examinations and assessments will be regarded as a breach of this policy. Proven dishonesty or cheating will result in failure in an assessment. A repeat offence may lead to the student being asked to leave the College.



27. Course Outcomes for VET Qualifications

The outcome of the training package offered is a national accreditation listed on the website <http://training.gov.au>

All course outcomes are based upon you being able to demonstrate competence in the skills and knowledge listed. They all involve attendance at classroom sessions.

At various times through your course, you must undergo an assessment or a test to demonstrate that you are competent in the skills and knowledge taught. To pass the course you must prove you are competent in all the tasks given. You may be asked for a written assignment and/or to demonstrate a skill. On successful completion of the course you will be issued a certificate.

28. Re-assessment

Students who are marked as “NC” [Not Competent] or do not submit assignments by the unit end due date may request a reassessment of their work before the end of the term.

Where a student does not complete a unit due to leave being granted, the student accepts the responsibility for all assignments within the duration of the CoE. If assignments are not completed within the duration of the CoE students must re-enrol.

Reassessment is allowed only once per term. Assignments must be submitted to the trainer by the agreed date. Students who do not submit by the agreed date will only be eligible for a Statement of Attainment.

Students may also Appeal their assessment result from a Trainer through the Assessment Appeals form or a Complaints form.

29. Preparing You for the Workplace

Our Management, Accounting, Hospitality and Marketing courses endeavour to acquaint students with industry best practice through learning and assessments. This is achieved by drawing on

industry consultants and/or personnel to present you with real industry scenarios.

All VET units of competence follow the guidelines of the relevant training package. Cambridge International College trainers establish your training needs at the start of each unit of competence. This may result in your trainers applying a number of different strategies to meet the group’s learning needs.

The different strategies your trainer may use to develop the skills and knowledge of each student may include presentations, role-play, case studies, demonstrations, guest lectures, group work, calculations, exercises, tutorials, audio-visuals and simulations relating to the requirements of the particular unit of competence.

The trainer will work with you to determine the most suitable type of assessment that will allow you to demonstrate competence in individual units.

In modelling the nature of the assessment, the trainer will take into account, EEO anti-discrimination principles and flexible delivery methodology, along with your particular needs. The nature of such assessments in seeking explicit evidence of competence could include an interview, role-play, case study, demonstration, group work, calculation, exercise, tutorial, project, workplace observation, and/or simulation.

In establishing an appropriate assessment model the trainer will consider currency, authenticity, validity, reliability and relevance to the performance criteria of the particular unit of competence.

30. Cancellation and Refund Policy

30a. Student Cancellation - Default

Refunds are only available under certain conditions. Should you wish to cancel your course and seek a refund the following conditions apply.



1. The request must be made in writing on a Refund Application Form which can be obtained from reception or requested from vet.refunds@cambridge.com.au.
2. The completed form should be forwarded to vet.refunds@cambridge.com.au.
To assist the College you must clearly state the reasons for the refund request and supporting documentation must be supplied where applicable.
3. Please see the Refund Policy on our Website for full detail on fees and charges.
4. Your notice of cancellation is not effective until Cambridge International College, through the Admissions officer, receives a completed Cambridge International College Refund Application Form with supporting evidence.
5. Course and other Fees are not transferable to another student or institution but may be transferred to another course within Cambridge International College at the discretion of the Chief Executive Officer.
6. All approved refunds are made payable to and sent to the student in Australian dollars. A refund calculation explanation as to how the refund was calculated will accompany the student refund payment.
7. Bank charges may be deducted for refunds made by bank draft or electronic transfer.

30b. Cambridge International College Default

In the event of a default by Cambridge International College, students are entitled to a refund under the provision of the ESOS Act 2000 and ESOS Regulations 2001 in the following circumstances:

Cambridge International College

- (a) does not offer a course on the advertised start date;
- (b) terminates a course after the course start date and before the course completion date; or
- (c) does not provide a course as advertised, due to sanctions or circumstances beyond its control.

Cambridge International College will pay a refund to the student within 10 working days after the

default date. This refund will be 100% of the tuition fee. A written explanation as to how the refund was calculated will accompany the student refund payment.

30c. Refund appeals

Students not satisfied with the calculated refund may refer to the Cambridge International College complaint procedure which may include involving an independent third party to adjudicate.

Students may lodge an external appeal or complain about a decision through the Overseas Students Ombudsman within 5 working days of the end of the internal appeal process or decision: www.oso.gov.au.

The conditions for Refund and Cancellation and the appeals process do not remove the student's right to take action under Australia's consumer protection laws.

31. Issues, concerns or complaints

Cambridge International College adheres to the National Code 2018 for responding to complaints about VET quality at all times.

All issues, concerns and complaints within Cambridge International College are handled as a matter of process. The complaints process must start within ten days of the complaint being lodged and will be at no cost to the complainant. The complainant will have their enrolment maintained during the complaints process.

Where verbal complaints are heard, they can be discussed with staff and preferably resolved. If there is a need to formalise the issue or to define the outcome, then the complaint can be documented on Complaints Form, either by the person initiating the complaint or by a relevant member of staff. All reasonable measures will be taken to finalize the process as soon as practicable.

All complainants must be identified. They cannot be anonymous because this is considered unfair and ongoing discussion cannot take place to resolve the issue. Information submitted to a staff



member will be treated with respect and is to be taken in a positive way.

Any written issue, concern or complaint, irrespective of its nature will be forwarded to the Director of Studies who will control the process and moderate the outcome for the benefit of the students. Any issue, concern or complaint made by a student must ultimately be recorded on the Complaints and/or Continuous Improvement Register.

Any issue, concern or complaint will be considered and investigated fairly and objectively respecting student and/or staff rights. Students have the right to present their case as well as have a support person or request that an independent person or panel hear it.

Where the solution requires a documented change to procedures, The Director of Studies will notify the VET Education Director of the change to ensure that the documents are appropriately updated. The final result of the issue, concern or complaint investigation must be given in writing to the complainant stating the outcomes and reasons for the decisions made, the actions to be taken and a record of the documentation is to be placed on your student file.

This agreement and the availability of complaints and appeals processes, do not remove the student's right to take action under Australia's consumer protection laws.

31a. Appeals Following Warning or Intention to Report Letter, Concern or Complaint Decision

Cambridge International College maintains a supportive and fair environment, which allows you to appeal an outcome provided this is done within one week of the decision date.

The appeal should be resolved as amicably as possible using this formal appeal process. The appellant will have their enrolment maintained during the appeal process. The appeals process must start within ten days. There will be no cost of

the appeals process to the appellant. The appeal will be presented to an Appeal Committee which consists of the Campus Manager, VET Director and may include a trainer and/or any other relevant objective third party.

If a student does not agree with the outcome of the internal appeal, he/she may choose to follow an external appeal with the Ombudsman. Students may lodge an external appeal or complain about a decision through the Overseas Students Ombudsman within 5 working days of the end of the internal appeal process or decision. See the Overseas Students Ombudsman website www.oso.gov.au

If a student chooses to access an external appeal process, Cambridge International College will maintain the student's enrolment during the process.

If the appeal process results in a decision that supports the student, the appeal will be upheld by Cambridge International College. Cambridge International College will immediately implement any decision and/or corrective and preventative actions required and advise the student of the outcome

All reasonable measures will be taken to finalise the process as soon as practicable.

All documentation will be recorded on the student file as well as in the Complaints and Appeals Register and is required in the Continuous Improvement Register.

These could include:

- A summary of the issue, event or incident;
- Relevant college records;
- Complainant's witness documents;
- Any other supporting documents.

The Chief Executive Officer ensures that the recommendations of the Overseas Students Ombudsman are followed. No appeal process exists beyond this point in the appeals process.



The recommendation and the final outcome of the appeal must be recorded and communicated to all parties in writing. The communication must contain the outcome of the appeal and the reasons for the decisions made, including actions to be taken and a copy of the communication placed on the student's file.

Where Cambridge International College issues an Intention to Report letter to report to the DET-DOHA (DEPARTMENT OF HOME AFFAIRS) for unsatisfactory attendance and/or academic progress, the student may appeal the decision on the following grounds:

- a. Cambridge International College fails to record or calculate a student's attendance and/or progress accurately,
- b. There are compassionate or compelling circumstances, or
- c. Cambridge International College has not implemented its intervention strategy or other policies according to its documented policies and procedures that have been made available to the student.

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

- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- bereavement of close family members such as parents or grandparents;
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- a traumatic experience which could include:
 - involvement in, or witnessing of a serious accident; and
 - witnessing or being the victim of a serious crime

and this has impacted on the student (these cases should be supported by police or psychologists' reports)

- where the registered provider was unable to offer a pre-requisite unit.

If a student's appeal is successful the results will vary. For example:

- If the appeal shows that there was an error in calculation, and the student actually met a satisfactory attendance rate or made satisfactory academic progress (successfully completed more than 50% of the course requirements for that study period), Cambridge International College will take no action in reporting.
 - If the appeals process shows that the student has not met a satisfactory attendance or made satisfactory academic progress, but there are compassionate or compelling reasons for the lack of progress, on-going support will be provided to the student and the reporting will not be made.

Again, students may lodge an external appeal or complain about a decision through the Overseas Students Ombudsman within 5 working days of the end of the internal appeal process or decision.

31b. Appealing the Assessment of your VET Competence

As part of the national policy for Registered Training Organisations, you have the opportunity to appeal an assessment decision by your trainer. To appeal against a trainer's decision there is a defined procedure which your trainer will provide you with or you may obtain a copy of the procedure from the Director of Studies.

This procedure will reflect Cambridge International College's supportive and fair environment, which allows participants to appeal their assessments and recognition decisions ***provided this is done within seven (7) working days*** of the assessment



date. Appeals will be resolved as amicably as possible using this formal appeal process.

Step 1 Discuss the assessment result with your trainer and present any evidence to support your appeal.

Step 2 If this does not resolve the matter, or if the trainer does not agree with the basis of the appeal, then you should appeal to the Director of Studies using the Assessment Appeals form. The appeal should be made within seven days of the original assessment decision being advised.

Step 3 The trainer will submit details of the student's assessment to the Director of Studies within seven days of the original assessment decision being made.

Step 4 The Director of Studies will assemble the following information or documents:

- Past Student record;
- Attendance registers;
- Assessment tools and assessment data;
- Any other supporting documents.

The Director of Studies will review all the documentation and discuss the appeal with the student and the teacher/trainer within 5 working days.

Step 5 If the Director of Studies is unable to resolve the appeal then the matter is to be referred to an independent assessor to whom the student may present their case.

Step 6 The Director of Studies will then act on the recommendations of the independent assessor and communicate the finding to the student and the trainer.

Step 7 If the dispute cannot be resolved to the satisfaction of the parties, then the student may seek a formal review by the Overseas Students Ombudsman within 5 working days of the end of the internal appeal process or decision.

Step 8 The Chief Executive Officer will then enact the recommendations of the Overseas Students Ombudsman. No appeal mechanism exists beyond this point in the appeals process.

Step 9 The submission and the final outcome of the appeal must be recorded and communicated to all parties in writing and a copy retained on the student's file. The communication must contain the outcome of the appeal and the reasons for the decisions made.

32. Conduct

To ensure you gain the maximum benefit from your time with Cambridge International College, College Management reserves the right to remove any person(s) who displays dysfunctional or disruptive behaviour.

Examples of when **Disciplinary Action** may be required to be taken include when a student:

- fails to attend the required minimum number of classes for any course without reasonable explanation;
- brings onto, or consumes on CIC premises, any drug of addiction or dependence (except drugs prescribed by a qualified medical practitioner);
- brings onto or consumes on our premises any alcohol;
- exhibits any form of behaviour that is adversely affected by the influence of drugs or alcohol;
- damages or removes any property/ resource of CIC or any training venue hired by CIC;
- assaults (physically or verbally) any person or persons on CIC premises or any training venue hired by CIC;
- fails to comply with any instructions given by a member of staff relating to the safety of any person or persons on our premises;
- exhibits any form of conduct whilst on our premises that is considered to be aggressive, disorderly, disruptive, harassing or interferes with the comfort, safety or convenience of any person who is acting lawfully and entitled to be present;



- enter any part of our premises or any other place to which students have access for the purpose of tuition, when not entitled to do so, or having entered, refuses to leave these premises.

33. Disciplinary Procedure for Non-Compliance with College Rules

Cambridge International College will make all attempts to provide its training and assessment services in a spirit of co-operation and mutual respect. There are times however when a disciplinary action must be taken to ensure the safety and well-being of all students and staff.

If there is an issue or behaviour that involves you, the Director of Studies will contact you to discuss the problem and come to a solution. The actions arising from this discussion will be documented and signed by the Director of Studies. You will be provided with a copy and the Director of Studies will retain a copy until the timelines of the action have passed.

If your behaviour continues or the issue is unresolved, you will be invited for a personal interview with your Director of Studies or the Campus Manager to discuss this issue further and to make you aware of our complaints procedure that is available to you. This meeting and its outcomes will be documented, signed by all parties and included on your personal file.

Should the issue or behaviour continue, you will be provided with a final warning in writing and a time frame in which to rectify the issue or behaviour. A copy of this letter will be added to your personal College file.

While we hope that these situations do not happen, we are committed to a very transparent process to ensure that all parties are satisfied with the final resolution. At all stages of the discipline process Cambridge International College recommends that a support person of your choice accompanies you.

34. Taking leave when ill

If you are ill we recommend that you see a registered doctor. In Australia, you do not go to a hospital unless it is an emergency. You should go to a doctor who has a surgery in your area. Surgery hours usually start from 9:00 am and the surgery may be open all day. When you arrive, the receptionist will ask you for your OSHC membership card or book. Don't forget to take your OSHC membership card when you go to the doctor's surgery. If you cannot leave the house, you can ring the Doctor's receptionist and ask if the Doctor will visit you at your home. This will be more expensive.

If you cannot come to College, you should ask the doctor to give you a medical certificate that identifies your illness and how many days you may stay at home. Don't forget to give your medical certificate to the college Reception or DoS when you return to class. You keep the original certificate and CIC will place a copy on your file. Medical certificates must be from a registered medical practitioner, not from a naturopath, for Chinese medicine/herbalists or from an unregistered medical practitioner.

In Australia, if you seek medical assistance from a doctor or hospital you may be required to pay an additional service charge that is not covered by your health insurance. When you get a bill or receipt for medical service, you can apply for a refund from your health insurance provider. Students who take sick leave must bring a doctor's certificate to the College on their return. Please note, sick leave is only granted in the case of major illness (see below) and is at the discretion of the DOS.

35. Approved leave

DoHA (Department of Home Affairs) will only permit colleges to approve leave to students for major illness, accidents or other exceptional compassionate circumstances i.e. death in the family. DoHA (Department of Home Affairs) does not accept weddings, pregnancy, childbirth, cultural and religious activities as acceptable



reasons for leave. Furthermore the length of Approved Leave is to be strictly controlled in keeping with the reason for the leave. Students must apply for approved leave in writing and submit supporting documentation i.e. a medical certificate from a registered medical practitioner, a death certificate and return air tickets. If leave is requested beyond 2 weeks, students will be required to defer their studies for the duration of the leave and reapply for their visa once the leave is over. Cambridge International College will notify DoHA (Department of Home Affairs) via PRISMS.

36. Privacy and confidentiality

Cambridge International College is committed to protecting the privacy of your personal information.

You have the right to see and review your personal and training file at any time provide you organise it with the Student Services Coordinator with two days' notice. We have a Privacy Policy that sets out the way we handle personal information, including the use and disclosure of personal information and the right to access your personal information. We only collect information that is directly relevant to effective service delivery.

Cambridge International College will exercise strict control over confidential information. If a third party requires student information your written consent must be presented to the DoS/CEO before the release of any information.

As an international student, your personal details and student records will, on request, be made available to:

- Commonwealth government agencies;
- State government agencies and;
- The fund manager of the ESOS Assurance Fund.

This is because as a college, we are required by several Australian Laws (the ESOS Act 2000 and the National Code 2018) to inform DoHA (Department of Home Affairs) about changes to your enrolment and any breach by you of your student visa conditions relating to attendance or satisfactory academic performance.

37. Welfare and guidance services

CIC endeavours to provide welfare and guidance to all students/clients.

Student support services from qualified welfare staff are available on campus to provide guidance, counselling and referrals as and when required.

Academic [tutoring] support is also available on campus as and when required

You can also speak with the Marketing Officers, Trainers, Welfare Officer or the Director of Studies on any matter that you may be worried about.

This includes:

- Support in finding accommodation;
- Learning pathways and possible RPL opportunities;
- Provision for special learning needs;
- Provision for special cultural and religious needs;
- Provision for special dietary needs;
- Any other issue.

37a. Students under 18 years and Student Support

CIC requires all students, as a condition of enrolment, to be a minimum of 18 years old at the time of enrolment.

There is no provision for the enrolment of students under 18 years old.

38. Living in Melbourne/Perth

There is a lot to consider when planning accommodation in a new country. The Australian Government's Study in Australia website (<http://www.studyinaustralia.gov.au/global/live-in-australia/accommodation>) provides helpful tips about searching for accommodation. We have collected some information to give you an idea of what it is like to live in Perth/Melbourne. If you're thinking of studying Perth/Melbourne you may need to know what it will cost to support yourself. Obvious things that come to mind are accommodation, food, clothes and childcare.



We estimate that an international student requires a minimum of AUD15,000 to AUD18,000 for living expenses for each academic year. Initial establishment costs for a shared apartment, such as rental bonds for accommodation, electricity, gas and telephone, could add up to at least AUD 1,500. See the list on the website search for more detailed information.

38a. Estimates of Rental Accommodation

These rental averages are per week:

Rental Accommodation

Expect to pay anywhere between \$150 to \$300 a week for rent, depending on how many people you share with and where you live. Utilities such as gas, electricity and water bills are not usually covered in rental costs.

38b. Cost of Utilities

Please take account of the extra cost of the use of electricity, the telephone and gas on top of your rent.

39. Student release

39a. Circumstances for Student Release

Under the following circumstances Cambridge International College would consider providing a letter of release:

- Cambridge International College is unable to offer a course that meets the student's needs.
- It has become apparent that the student is unsuited to the course in which he/she is enrolled.
- It is acknowledged that it is in the student's best interest to study with another provider. (for example there are pressing reasons why the student needs to move to another city.)
- Prior to releasing a student under any of the circumstances listed above the student must have a valid Letter of Offer and/or Confirmation of Enrolment from another provider
- Prior to releasing a student to study at another College the Administrative office must

authorise that there are no monies owed to the College by the Student

39b. Circumstances for Non- Student Release

Under the following circumstances Cambridge International College would not consider providing a letter of release:

- Before completing six months of the principal course [without evidence of compassionate and compelling circumstances] or there were conditions which prevent the college from providing the course in which the student is enrolled
- The student has not given the course for which he/she was originally enrolled a reasonable period of time to see if it meets his/her needs.
- The student wishes to enrol in another course to be with family or friends.
- The student wishes to enrol with another provider because it is cheaper.
- The transfer is considered detrimental to the student's education or welfare.
- The student does not have a valid Letter of Offer and/or Confirmation of Enrolment from another provider.
- The student has an outstanding debt to the College for text, material costs or tuition fees.
-

39c. Procedure for Requesting a Student Release

- The student submits a written request to Reception or Director of Studies, stating that he or she requests a transfer to another provider and giving the reason for the request.
- The Director of Studies, will make a decision about the student's request within 10 days. The decision will be presented to the student in writing. The student will be advised of his/her right to appeal the decision using the existing appeal documents.
- If the College agrees to the student's request, the College will calculate the amount of fees



that are owing to the student and the student will be advised of the amount.

- If the amount is agreeable to the student, it will be transferred to the student's new educational provider. It is the responsibility of the student to provide the correct bank details of the other provider.
- The money will be transferred to the new provider within 4 weeks of the student being issued a release letter.
- If the student is unhappy with the outcome, he/she may access the College's complaints and appeals procedure by completing a Complaints Form and submitting it to the Director of Studies.

39d. Calculating Fee Refund

- For a student moving to another provider, the balance of the student's fees will be transferred to the new provider. The amount transferred will take into account the length of time the student has already studied at Cambridge International College.
- Cambridge International College reserves the right to keep any expenses associated with enrolling the student. These expenses may include commission paid to the student's agent, the cost of OSHC, course materials and text costs and the application fee. Refer to current fees and charges.

For any further information, please refer to the Cambridge International College website at <http://vet.cambridgecollege.com.au>

Or

Contact us at info@cambridgecollege.com.au



Australian services with contact details:

Services (Perth)	Contact
<p style="text-align: center;"><u>Overseas Student Ombudsman</u></p> <p>The Overseas Students Ombudsman investigates complaints about problems that overseas students have with private education and training in Australia. The Ombudsman also:</p> <ul style="list-style-type: none"> ☐ provides information about best practice complaints handling to help private education providers manage internal complaints effectively ☐ publishes reports on problems and broader issues in international education that we identify through investigations. 	<p>www.oso.gov.au</p>
<p>Emergency (Police, Fire, Ambulance)</p>	<p>000</p>
<p>For Police Support</p>	<p>131 444</p>
<p>Tenants Advice Service www.taswa.org</p>	<p>9221 0088</p>
<p>Community Legal Services www.communitylaw.org.au</p>	<p>9221 9322</p>
<p>King Edward Memorial Hospital for Women 374 Bagot Rd, Subiaco</p>	<p>9340 2222</p>
<p>Royal Perth Hospital Wellington St, Perth</p>	<p>9224 2244</p>
<p>Women’s Information & Service www.women.wa.gov.au</p>	<p>1800 199 174</p>
<p>Women’s Legal Services Western Australia 920 Beaufort Street, Inglewood, Perth</p>	<p>1800 625 122</p>
<p>Parent Help Line 24 hour Helpline</p>	<p>1800 654 432</p>
<p>Lifeline 24 hour telephone counselling & referral</p>	<p>13 1114</p>
<p>Grief Line</p>	<p>1300 845 745</p>
<p>Crisis Care</p>	<p>9223 1111 / 1800 199 008</p>
<p>St. Vincent de Paul Society www.vinnies.org.au</p>	<p>1300 794 054</p>
<p>Salvation Army</p>	<p>9260 9599</p>
<p>The Smith Family</p>	<p>9313 2727</p>



Services (Melbourne)	Contact
<p style="text-align: center;"><u>Overseas Student Ombudsman</u></p> <p>The Overseas Students Ombudsman investigates complaints about problems that overseas students have with private education and training in Australia. The Ombudsman also:</p> <ul style="list-style-type: none"> ☐ provides information about best practice complaints handling to help private education providers manage internal complaints effectively ☐ publishes reports on problems and broader issues in international education that we identify through investigations. 	<p>www.oso.gov.au</p>
Emergency (Police, Fire, Ambulance)	000
Royal Melbourne Hospital, 300 Grattan Street, Parkville	03 9342 7000
Royal Women’s Hospital	03 8345 2000
Chemist Emergency	13 11 26 (24 hours)
Lifeline/Crisis Careline	13 11 14
Community legal services	http://www.communitylaw.org.au
Immigration, Business Visas, Student Visas, Visitor Visas	131881
Taxi	13CABS Dial: 132 227
<p>Consumer Affairs Victoria: Face to face discussions by appointment only, please dial the number provided. www.consumer.vic.gov.au</p>	https://www.consumer.vic.gov.au/
<p>Transport: Melbourne public transport services can be obtained from the internet www.ptv.vic.gov.au/.</p>	Visit website
Worldcare OSHC 24 Hour Emergency Helpline	1800 814 781
Medibank Private	1800 234 601
AHM, Emergency Helpline	1800 006 745
BUPA	131 243 or 1800 888 942 (within Australia)
<p>Doctors and Dentists: Qualified doctors and dentists operate throughout the suburbs of Perth and Melbourne. Ask your Student Support Officer for their location. You can also call your OSHC provider</p>	<p>24 hour Health advice service: 1800 022 222 NURSE ON CALL 1300 60 60 24</p>
Salvation Army	03 9353 5200
Smith Family	1300 326 459