



STUDENT HANDBOOK



CAMBRIDGE
INTERNATIONAL COLLEGE
A U S T R A L I A

PERTH CAMPUS (CIC WA): 297 Hay Street, East Perth CRICOS NO: 01459A RTO: 2325



CAMBRIDGE
INTERNATIONAL COLLEGE
A U S T R A L I A

Student Handbook

Perth Campus

297 Hay Street, East Perth, WA 6004
Tel: +61 8 9221 9990
Email: info@cambridgecollege.com.au
CRICOS No. 01459A
RTO 2325

Welcome

Welcome to Cambridge International College.

On behalf of all Cambridge staff I would like to warmly welcome you to CIC, Perth.

Our trainers and support staff - Administration, Learning Advisor and Counsellor , are all here to help you make your stay with us a successful and happy one.

If you have any requests, problems or issues we are happy to help. Come and talk to us!
Your feedback is always welcome.

We hope you will enjoy your studies at CIC and your stay in Perth.

Laura Farrell
Director of Studies

College Information

Please read this handbook, it contains important information.

Check the CIC website for more information: www.cambridgecollege.com.au

If you need further help, please go to reception.

Level 2

VET Department

Opening Hours:

Monday to Friday 8:30am to 4:30pm

Level 3

Admissions Office

Opening Hours:

Monday to Friday 8:30am to 4:30pm

CIC EMERGENCY contact after hours: 0435 265 645 (Laura Farrell)

Please keep this handbook for reference until you complete your studies.

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1.0 Timetables

All VET courses are offered at a full time study load – 20 hours per week.

To balance class sizes, we allocate students to a specifically scheduled tutorial and lab period for all units of study. Once the term is underway it is not possible to change classes.

Timetables are handed out at orientation, posted on College notice boards and also available from Level 2 Reception.

Students are advised to check their CIC email regularly as timetable-change notifications are sent to this email account.

Timetables and Academic Staff are subject to change and cannot be used as grounds for withdrawal, appeal and/ or refunds.

Please note: Timetables are not final until the commencement of the term.

1.1 Public Holidays

The College is closed on the following Australian and Western Australian Public Holidays:

2018

New Year's Day	Monday 1 st January 2018	ANZAC Day	Wednesday 25 th April
Australia Day	Friday 26 th January	WA Day	Monday 4 th June
Labour Day	Monday 5 th March	Queen's Birthday	Monday 24 th September
Good Friday	Friday 30 th March	Christmas Day	Tuesday 25 th December
Easter Monday	Monday 2nd April	Boxing Day	Wednesday 26 th December

*When a public holiday falls on a Saturday or Sunday, the following Monday is also a public holiday

Please note that these are the only Public Holidays for the year. Do not request extra holidays based on individual religious practices.

1.2 Last day to enrol/re-enrol

Hospitality Students must enrol or re-enrol by Friday of Week 1

Business and Accounting Students must enrol/re-enrol by end of Week 2.

Students who have not re-enrolled by Friday of week 1 (Hospitality) and Week 2 (BSB/ Accounting) will be reported via the Provider Registration and International Student Management System [PRISMS] for non-commencement or for failure to re-enrol.

2.0 ADMINISTRATION SERVICES

The VET Administration office on level 2 can help you with all VET enquiries (e.g. results, timetables, attendance and any general academic matters)

The Vet Admissions Officer on level 3 reception can help you with any non-academic matters (e.g. fees, refunds, and enrolment variations)

2.1 Fees

If you have a question about your course fees and/or when your course fees are due, go to Level 3 Admissions Office.

An invoice and notification for the term's fees will be sent to you 3 weeks before the first day of term via your CIC email account.

All fees must be paid no later than the first day of each term. We do not accept cash payments. You can pay your fees by bank cheque, EFTPOS or by credit card at the reception. A 1.3% charge applies when you pay by credit card.

Important - If you pay your fees late (including late enrolments) penalty charges of \$30.00 apply.

If you are making a bank transfer, our bank details are as follows:

Account name: Cambridge International College WA P/L

Bank name: St George Bank

BSB number: 333-030

Account number: 700 664 385

Swift code: SGBLAU2S

Please put your **student number** as reference.

2.2 College Services Charges

Administrative or service charges may apply to some College services, e.g. request for academic documents. In general, students will be supplied with all necessary academic documentation once, free of charge. Any request for replacement documentation will incur a \$25 administrative fee. You will need to fill out and sign the form applicable to your request before the documentation can be produced.

2.3 Course/enrolment changes

Level 3 Admissions Office can help you with variations/deferrals or any change requests to your course/campus or from your enrolment. Please remember to apply as early as you can, as rules apply that affect changes of enrolment. Please remember that an application does not constitute an approval and you will need to continue attending classes until you receive a formal response to any application or request.

2.4 Refund Policy and Written Agreement

You can obtain a copy of your application form or written agreement which includes the Refund Policy from Level 3 Admissions Office.

The Refund Policy and Procedure is also available on the College website:

<http://vet.cambridgecollege.com.au>

The College is committed to having a fair and equitable Refund Policy. All requests for a refund must be submitted on the appropriate Refund Application Form and must be accompanied by official documentary evidence of the grounds for the request.

Please refer to the Refund Policy for more information.

2.5 Change of Address & Telephone Number

As an International student you are required by the Department of Home Affairs (DoHA) to advise CIC of your Perth contact details when starting your course. You also need to advise us if you change your address, your personal email address or your telephone number and this must be done within seven days of the change. Keeping us advised of your current contact details is a Visa Condition 8533. Failure to comply with this may result in the cancellation of your student visa.

It is **YOUR RESPONSIBILITY** to update CIC of all your current details within 7 days of any change to your details.

Please see Administration Office for a Change of Address form.

2.6 Unique Student Identifier (USI)

Before any documentation can be issued to VET students you **MUST** provide CIC with your Unique Student Identifier (USI). This is a requirement by the Australian Government.

What is a USI?

Your USI will help keep your training records and results together in an online account controlled by you. Each time you enrol to study with a new training organisation, your USI will be used to store your training records and results. Further information can be obtained at orientation or at www.usi.gov.au

3.0 ACADEMIC MATTERS

3.1 Career and Course Planning

Please make an appointment to see the Director of Studies, Counsellor or Marketing Manager if you require Course or Career advice.

3.2 AQF (Australian Qualification Framework) Award and AQF Statement of Attainment

AQF levels and the AQF levels criteria are an indication of the relative complexity and/or depth of achievement and the autonomy required to demonstrate that achievement. AQF level 1 has the lowest complexity and AQF level 10 has the highest complexity.

The AQF level summaries are statements of the typical achievement of graduates who have been awarded a qualification at a certain level in the AQF. Students who complete a qualification are issued with the relevant AQF Award upon completion. Students who do not complete a qualification but who complete (achieve competency) in unit/s, are entitled to an **AQF Statement of Attainment** upon termination of enrolment, or upon withdrawing

from the College.

Please Note: Students are expected to have paid tuition fees in full for the units and/or qualification undertaken for documentation to be issued.

3.3 Course Completion

Students are expected to complete their course within the expected duration specified on their CoEs, and CIC will monitor the students' progress to ensure satisfactory and timely completion.

CIC will only allow students to extend the expected duration of their course, through issuing of a new CoE, in limited circumstances.

Where a student is at risk of not completing within the expected duration, the College has policies, procedures and services to support students so that they can complete their course on time. If you are in this situation, please make an appointment to see the Director of Studies as soon as possible.

3.4 Withdrawals/ Release Letters

Students cannot be released from a course unless they have completed a minimum of six (6) months of the principal course. A principal course is the last course you are enrolled in with CIC; e.g. if you are studying Certificate III followed by Certificate IV followed by Diploma, – the Diploma is the principal course. The only exception to this rule is where a student has been granted an early release.

CIC can grant a Release only under exceptional circumstances that:

- Affected the student after the acceptance of their offer;
- Make it impractical for the student to complete six months of study at CIC;
- Are beyond the control of the student and for which the student is not responsible.

3.5 Language, Literacy and Numeracy (LLN) support

CIC's Academic Skills tutor will hold regular LLN workshops to support students' academic progress. Keep an eye on the noticeboard for notification of the workshop timetable.

In addition, the Moodle Academic Support online folder is available to you to consult any time. Please log into ciclms.com

You can contact the Academic Skills tutor on andrea.pollock@cambridgecollege.com.au and organise a time to see her.

Please note that it is also your responsibility to notify your trainer or Director of Studies if you are struggling with the language, or your studies. Have a look at the College website or ask a staff member for more information.

3.6 Results & Certificates

The Award Certificate will be made available three weeks after course completion. Please see VET reception on the 2nd floor if you require your results sooner.

A Statement of Attainment will be issued if you do not complete your course.

- Please Note:** i. Students are expected to have paid tuition fees in full for the units and/or qualification undertaken for documentation to be issued.
- ii. Before any documentation can be issued to VET students you **MUST** provide CIC with your Unique Student Identifier (USI). This is a requirement by the Australian Government.

3.5 Trainers

All the trainers are fully qualified and experienced in the area or areas that they are teaching. Your trainers will guide, teach and assist you with your academic progress. They also expect you to participate in class by asking questions and discussing your understanding of the subject content with your classmates. If you are having difficulty understanding something, see your trainers first, either in class, or after class. Your trainers need to know if you are having difficulties before the assessments are due.

3.6 Pathways to Universities

If you wish to progress to a university to undertake an undergraduate degree, you should approach the International Office of the university and tell them that you are interested to determine the Credit Transfers that they will offer you. You should also visit their websites.

4.0 STUDENT WELFARE

4.1 Counselling

Students, who experience difficulties in any of the areas stated below, are encouraged to discuss and resolve their situation with the appropriate person:

- Academic matters: VET Department, Level 2
- Fees, refunds and other College matters -> Level 3 Admissions Office
- Visa matters -> DoHA [Department of Home Affairs]
- Personal matters: Counsellor -> Shantha Coomaraswamy, Level 3

Our Student Support Counsellor, Shantha Coomaraswamy, is employed by CIC to provide personal counselling assistance and support to students. Students who would like to share their thoughts and feelings, or seek guidance to deal with personal issues, can visit the counsellor on Level 3 or email: [**counselling.wa@cambridgecollege.com.au**](mailto:counselling.wa@cambridgecollege.com.au)

The counsellor is qualified, experienced and provides a free and confidential service.

Specialised matters and referrals to external agencies can also be arranged. Further information is available from Counsellor.

See the College's Student Support Policy:

<http://vet.cambridgecollege.com.au>

4.2 General Code of Conduct

We expect you to conduct yourselves in a respectful, responsible and polite manner while on the Campus and in all work/study related environments, in all your dealings with fellow students and staff. Please refer to our Code of Conduct Policy:

<http://vet.cambridgecollege.com.au>

Please also see the Policy on Deferring, Suspending or Cancelling students' enrolment:

<http://vet.cambridgecollege.com.au>

Any student breaching the College's expectations will be counselled and appropriate action will be taken.

4.3 Classroom behaviour

Respect Difference

It is best to always keep an open mind to the ways in which a teacher may teach/guide you, appear and speak. Australia is a culturally diverse country and no individual is the same, and the ways in which people are educated in Australia can differ greatly from other countries. CIC ensures all of its teaching staff are fully qualified and meet the Department of Education and Australian Skills Quality Authority/Tertiary Educational Quality Standards Agency requirements. It is up to you as a student to make the most of the knowledge that the trainer imparts.

Respect Others

Students who arrive late to class affect everyone's (including their own) ability to achieve successful results. Being late, talking when the teacher or classmates are talking, and the use of mobile phones during class in Australia is considered very rude and a sign of disrespect to your teacher and fellow classmates. Students will be marked as absent if the trainer believes they have missed too much of the day's lesson to be considered present. Trainers are not expected to re-teach information they have already taught due to absence from class (unless under compassionate and/or compelling circumstances).

Use of mobile phones and portable devices

During classes you must behave in a responsible manner and not distract or disrupt other students and your trainer.

You must switch off your mobile phone during the class and keep it out of sight.

You are prohibited from filming your trainers or fellow students without their consent.

If you use your device in a manner that disrupts others, your phone can be confiscated until the end of the teaching day and you will be asked to delete any film or photo you might have taken.

4.4 Grievance/Complaints Procedure

CIC views your complaints as being provided with an opportunity to review and improve policies and practices, and also to gain insight into student levels of satisfaction.

Complaints are defined as dissatisfaction with a service offered or treatment received during your time at CIC.

You can make a complaint both about academic and non-academic matters, for example about:

- Post-enrolment processes (including induction, orientation and enrolment);
- Quality of training offered (trainers, resources and facilities);
- Academic issues (intervention strategy, assessment and attendance);
- Access and handling of student records;
- Treatment received from staff, students and Trainers.

CIC aims to address all complaints in a constructive and timely manner within 20 working days. Procedural fairness will be observed in all aspects of handling a complaint

Note that a student's enrolment will be maintained by CIC while the complaints and appeal process is ongoing.

All student complaints need to follow the process identified below:

If you have any concerns, we ask you to try to resolve the issue with the appropriate person. If, however, you are not able to resolve the matter, please fill out a Complaint Form (Reception Level 2). This will be reviewed according to the College's procedure and a formal response will be made. You may be represented by a nominee if you wish, however you must give us written authority so that we can safely speak to your nominee about your personal matters.

This policy is designed to ensure procedural fairness, facilitate a consistent handling of complaints and meet best practice standards of complaint handling. If you are unsatisfied with the outcome of a complaint you can pursue the complaint with an independent third party.

Please see the Complaints and Appeals Policy and Procedure:

<http://vet.cambridgecollege.com.au>

Nothing in this Complaints and Grievances Policy limits the rights of students to take action under Australia's Consumer Protection laws. Also, the College's dispute resolution procedures do not circumscribe student's rights to pursue other legal remedies.

4.5 Privacy Statement

CIC acknowledges and respects the privacy of individuals and complies with the Privacy and Personal Information Protection Act 1998 and Australian Privacy Principles, which regulate the collection, use and disclosure of personal information that CIC holds about you.

Information is collected during your enrolment in order to meet our obligations to ensure student compliance and to meet our reporting obligations as a Registered Training Organisation. Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities. In other instances information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.

5.0 GENERAL SERVICES

5.1 Student Card

You will be issued with an ID card during the 1st week of term. Upon presentation of the card, you may be eligible for discounts on public transport, at most cinemas and other tourist attractions.

5.2 Classrooms

Cambridge College has a number of classrooms, computer laboratories and a range of other facilities. You are expected to treat all items in the classrooms with care.

Vandalism or intentional misuse of any College property will result in a formal Misconduct and may involve the Police.

No food is permitted in the classrooms. No food or drink is permitted in the Computer Laboratories. Smoking and consumption of alcohol are not permitted anywhere on the College premises.

5.3 Computers

There are computer labs at the College. You are assigned regular class lessons in these facilities and authorised students may use them for access for personal study when not in use by a class. Permission may be obtained from trainers.

Conditions of Use of College computers and hardware

You must behave responsibly when you use the College's facilities. The College can stop you from using its facilities if you do not behave responsibly. You may have to see the Campus Manager and you could be fined.

5.4 E-Mail/Internet/Mail

Email communication from CIC to students is via your CIC email account. It is important that you activate your CIC email account as soon as you enrol as important announcements and documents are sent out via this account from trainers and from both our administration office and VET department.

You may use the E-mail and Internet free of charge outside scheduled class lesson times during normal office hours in designated areas.

Students may use the College address to receive private mail and collect it at Reception

IMPORTANT: To activate your college email account:

- email username: your student number (sxxxxx)
- Password: your student number (CICsxxxxx)

Once you have logged in for the first time you will have to accept the terms and conditions. We also advise you to change your password and keep your new password in a safe place.

5.5 Lunch / Recreation Room

The Lunch/ Recreation Room on the 3rd floor have vending machines, a refrigerator and microwaves for student use. You can eat and drink in this room.

Students are often in a hurry and do not stop to take the time to clean up after they've eaten lunch or a snack. This is why it is very important that all students pitch in and work together to ensure that everyone has a safe and clean place to eat and take a break. Please note it is not the College staff's responsibility to clean up after you!

5.6 Noticeboards

Student noticeboards are located on the 2nd and 3rd floors. Results, DoHA information, College notices, accommodation, employment opportunities as well as general information about Perth are posted on the noticeboards and put into the information racks.

Please make sure you check these regularly as there is information on them about forthcoming student activities and important notices.

5.7 Lost & Found

If you lose or find something at the College, report it, or hand it in to the 2nd floor reception.

5.9 Smoking

The College has adopted a non-smoking policy, which applies to all premises. Smokers are only allowed to smoke 5 metres away from the building.

6.0 HEALTH & SAFETY

6.1 Accidents

If you have an accident, please go to reception immediately, and tell them about the accident. **If you have an accident while you are doing your practical classes in the kitchens, make sure you tell your Chef trainer immediately!**

6.2 Fire Escape and Evacuation Procedure

Please note the shortest route to an emergency exit/fire escape is displayed at the entrance to each staircase. If you are alerted, stay calm and follow the directions of the Fire Wardens. Please leave the building quickly and quietly through one of the fire escapes and go directly to the assembly area (in front of The Perth Mint) so that we can make sure you have left the building.

Please familiarise yourself with the evacuation maps posted around the College.

6.3 Medical Services

The College has a first aid kit in case of minor accidents. This is available at the reception. It is College policy not to administer medication. For more serious matters, please notify a staff member.

6.4 Illness

If you are absent or unable to complete an assessment on time due to illness, you need to provide a **medical certificate and the receipt for the day of your consultation**, to avoid academic penalties and to avoid breach of student visa requirements.

ONLY MEDICAL CERTIFICATES AND RECEIPTS FROM AUTHORISED AUSTRALIAN MEDICAL PRACTITIONERS (DOCTORS) WILL BE ACCEPTED

7.0 COURSE STRUCTURE

7.1 Learning and Assessment Guidelines

A variety of approaches will be used in assisting learning and assessing knowledge and skills in the Courses that you will be undertaking at CIC. The Australian Vocational Education Sector (VET) operates under a competency-based system of learning and assessment.

Competency-based assessment is the process of collecting evidence and making judgements on whether the required level of knowledge and performance has been achieved. This means that you need to be able to demonstrate that you are able to do certain tasks and understand certain information to the levels required by the subject.

You will be considered competent when you are able to apply your knowledge and skills to successfully complete work activities/assessment tasks in a range of situations and ideally a range of environments which might include the workplace.

Competency:

- Emphasises outcomes (the achievement of specific learning outcomes and skill levels as identified in the Unit outline)
- Focuses on what is expected of an employee in the workplace
- Highlights the application of skills and knowledge
- Focuses on your ability to demonstrate academic knowledge
- Includes the demonstration of the ability to transfer and apply skills and knowledge to new situations

You should be able to demonstrate both specific competencies (related to the course of study that you are undertaking) and critical aspects for assessment to provide evidence required to demonstrate competency in this unit.

You are not required to simply memorise information. You must be able to demonstrate that you can use that information and apply it in a practical way. You will be required to use an “active” learning style, both in individual learning tasks and in group learning tasks within and outside the classroom.

An active learning style involves:

- Undertaking practical and applied tasks (for example, using a computer program to produce the outcome required)
- Questioning, answering and group discussions
- Analysing information and putting related ideas together
- Setting and solving problems
- Discussing and contributing ideas using logical arguments
- Participating actively in the class and undertaking research outside the class environment
- Experiential learning

Your trainer is the “facilitator” of your learning. This means that your trainer guides and supports your learning, but you must demonstrate that you have taken responsibility for your own learning during this process.

7.2 Training Methods

Business Studies - Students in Vocational Courses at CIC learn in class groups guided by experienced and qualified trainers. Support for class studies includes a dedicated E-Learning Centre with current software, networked computers, printing and data projectors.

Assessment tasks are ongoing, and are generally completed in the class room. Both individual assessment and group assessment methods are used. Support can be provided to students from non-English speaking backgrounds. Additionally, trainers draw upon their wide range of vocational experience to assist student understanding of the detailed material by highlighting relevant concepts and providing practical examples. Trainers often set practical projects for student learning, encouraging teamwork and presentation of learning to demonstrate key competencies. This experiential approach will also involve case studies, fieldwork and role-play scenarios.

Hospitality Studies - The role of the trainer is to ensure that students receive the skills and knowledge required for them to be able to seek employment within the Industry. Trainers use a wide range of resources, such as workbooks, handouts, DVDs, industry reference books and access to current Hospitality magazines. Hospitality has a large component of hands on practical skills and industry communication practices. As a requirement for the Certificate III in Hospitality (Commercial Cooking) students are given practical training in a commercial kitchen with qualified Chef Trainers.

7.3 Assessment Tasks

All courses are assessed formally. Your trainer will discuss and explain your assessments to you in the first week of the course so it is very important that you attend. You will be given a due date for submission of each assessment.

Your trainer will also discuss what is required of you, including all assessment due dates. If you think you may not be able to submit an assessment by the due date, you must discuss this with your Trainer before the due date.

These will be ongoing and a variety of assessment methods will be used in each unit. These could include:

- Tests of knowledge and skill levels
- Projects which demonstrate that you can complete tasks to attain the required competencies and learning outcomes
- Practical demonstration of knowledge and skills (in classroom, simulated work environment, real work environment)
- A portfolio of evidence to demonstrate the attainment of knowledge and skills
- Formal and informal presentations
- Completion of checklists/documents
- Examinations, both closed and open book
- Workbooks
- Verbal Questioning

7.4 Presentation of Assessment tasks

- (1) Submit your assessment to your trainer with a clearly labelled assessment cover sheet
- (2) You must sign and date all assessment cover sheets.
- (2) Clearly label* any CDs that you submit for assessment
- (3) Computer assessments may need to be loaded onto the server for marking
- (4) It is your responsibility to keep a copy/back-up of your assignments

Please Note: It is your responsibility to read and follow all instructions for all assessments.

**Your name and student number, your trainer's name, the subject and the assessment title.*

7.5 Referencing/ Learning Support

All written work submitted must be referenced. You will be given information about referencing in your classes.

CIC's Academic Skills tutor offers free weekly Workshops (e.g. how to reference) and extra learning support to assist students who are having difficulty in their studies.

These sessions help to support you in the preparation of your assessments and exams.

Please refer to 3.4 for more information

7.6 Backing-up your work

You are expected to back-up all work that you submit for assessment. You should back-up files on a USB (Memory stick) and take copies of all work submitted. Neither loss of files, computer malfunction, nor corruption of data is an acceptable excuse for work not to be

handed in on time. This is extremely important as it is not an acceptable excuse that work has been “lost”.

7.7 Assessment tasks/requirements

It is your responsibility to be aware of mechanisms within the College for seeking assistance and advice in relation to assessment and submission of assessments.

In order to be **deemed as competent in each** unit, you must be able to demonstrate that you have achieved the learning outcomes/competencies set down for the unit. Thus, you must:

- Attend **at least 80% of all your units**
- **Complete ALL** the assessment tasks for the unit/s
- Submit the tasks on or before the due date as specified by the trainer
- Satisfy the trainer that the work you have completed/submitted is your work **and is deemed competent by your trainer.**
- As a requirement for the Certificate III in Hospitality (Commercial Cooking), students must attend practical training in a commercial kitchen with qualified Chef Trainers. Each student must attend and show competency and skill in the kitchen over the entire duration of the course.

Please Note: At the trainers’ discretion you may be required to provide further evidence to demonstrate competency in the unit.

Not Competent

If you are not able to demonstrate the attainment of the required competencies of the unit (an NC is recorded for one or more of the assessment tasks of the unit) the following options exist:

1. A **NC**, “Not Competent” will be recorded, and you may need to repeat the unit. At the discretion of your trainer further assessment could occur. Please note that trainers are under no obligation to hold re-sits, or grant extensions or allow re-submission of work. Your trainer may also counsel you with regards to your academic progress in this case, to determine the action needed to help you achieve competency in the unit/module. Please note fees will apply for you to be able to re-sit or be re-assessed.
2. If you are absent from an assessment due to illness or other circumstances, and you **can** provide documentation to explain the absence (for example, a medical certificate), you should arrange a time with your trainer to re-submit the assessment or be re-assessed.
3. **Certificate III in Commercial Cooking** students will have to fulfil make up practical classes in the kitchen in order for competency to be assessed. The cost of these practical make up kitchen classes is **\$100/day**.

4. If you are absent from an assessment task **without** an acceptable documented reason, you will be considered Not Competent in that task. At the discretion of the trainer and/or Director of Studies, a student may be able to be re-assessed for that task (i.e. where the trainer considers that the student has to date, demonstrated a willingness to participate in all learning and assessment activities to the best of their abilities).

If you do not complete assessment tasks, and/or reach competency standards by the due date:

- Late work will only be accepted if it is submitted within 7 days of the due date, if the trainer has granted an extension
- Any work submitted outside the one-week extension period will only be assessed if the trainer agrees to accept the work or grant a re-sit/re-submit i.e. where compassionate or compelling circumstances are established or the trainer considers that the student has to date, demonstrated a willingness to participate in all learning and assessment activities to the best of their abilities.

If you wish to apply to be re-assessed, your trainer will put you on a stage 1. A fee of \$50 will apply for each application. This payment is required before the re-submission or re-assessment can occur (you will need to show your receipt for re-assessment to your trainer before they can proceed with your re-assessment).

If you fail to re-submit/resit an assessment you will be put on a stage 2 which means you will have to repeat the entire unit(s). The cost of this will depend on the number of units to be repeated and the unit fee at that period.

Certificate III in Commercial Cooking students who have not attended sufficient practical classes or have not demonstrated competency in the kitchen will have to attend make up classes during the term break in order to be fully assessed for that term. The cost of this will depend on the number of days required (**\$100 per day**).

This payment is required before you are allowed into the kitchen and must be produced to the Chef Trainer upon arrival.

The Chef Trainer will then reassess the practical element for the relevant units. It is at the Chef Trainer's discretion whether you are deemed competent or require more days in the kitchen.

7.8 Results

The classroom trainer will give you feedback about your ongoing assessment tasks and your progress. If you have concerns about your results/feedback you should speak with your trainer about this. Your results will be recorded and maintained by the trainer. You should keep copies of all assessed work which has been completed and assessed. Final results for a subject/module will be available 3 weeks after course completion date. Results are displayed by student numbers on notice boards according to the course of study. Results will also be emailed to the students' college email address.

7.9 Appeals about results

Student appeals for reassessment will be accepted only within three (3) months from the beginning of the subject and/or 21 days from the release of an academic result. If you feel that the result you have been awarded for a task/assessment is incorrect, you have the right to appeal within this timeframe.

7.10 Cheating & Plagiarism

While studying at CIC you are expected to maintain high standards of academic honesty and integrity. You will be penalised if you seek to gain unfair advantage by copying another student's work; or in any way misleading the trainer about your knowledge, ability; or about the amount of original work you have done.

Any form of plagiarism or cheating by a student is viewed as a violation of CIC conditions of study and breaches the rules of academic conduct.

Where the student is found to have committed any of these acts, the student will be deemed 'Not Competent' and will be issued a written warning.

The student will be required to repeat the assessment within the time scheduled for the delivery of the course. This repeat will attract additional charges that must be paid by the student.

Students found cheating or guilty of plagiarism for a second time will be suspended and/or repeat the unit upon the discretion of the Director of Studies/Campus Director. This repeat will attract additional charges that must be paid by the student.

Continued behaviour of this kind may result in the above or expulsion and cancellation of a student's COE.

Please note: Purchasing of assessments from students or elsewhere is seen by CIC as grievous misconduct and may result in harsh penalties.

7.11 Non-Academic Misconduct

While studying you are expected to respect other students, staff and property so that learning and teaching CIC can take place freely, safely and without impediment due to the misconduct of others.

Non-academic misconduct includes ignoring CIC's rules, policies and procedures and also includes, but is not limited to, breaches of confidentiality and privacy, discrimination, submission of fraudulent documentation, intimidation or assaulting another student or staff member.

If you are found to have breached the above, your enrolment will be terminated and your fees forfeited (meaning no refunds).

If a student is expelled (dismissed) for disciplinary reasons the Department of Home Affairs will be notified via PRISMS and will result in the cancelling of the student's eCoE.

Students will be provided with a 20-day period in which to appeal this decision, in the first instance. However, in the case of a repeat offence, students will not be given any more time to appeal to the College, but will be given 5 days to take their case to the Overseas Student Ombudsman, if they wish to do so.

7.12 Recognition of Prior Learning [RPL] and Credit transfer [CT]

Recognition of Prior Learning (RPL) and/or Credit Transfer (CT) refers to your relevant prior learning/experience, which you believe demonstrates that you have already acquired the knowledge and competencies of a specific module/s/unit/s of work.

RPL can be achieved through the formal recognition of prior study and/or recognition of current and prior work experience i.e. non-formal recognition.

An applicant may apply for credit transfer or RPL before enrolling in a course. Currently enrolled students may also apply for credit/RPL at any stage during their enrolment, but applications must be received by the end of Week 1 to take effect in that study period.

Please Note: NO application for RPL and CT will be accepted after the end of week one

A copy of the Application for Credit Transfer Form can be obtained from the Administration Office or you can download it from the internet.

Application Procedure

1. Meet with the Director of Studies to discuss your application. This will give you a clear understanding of the procedure and the evidence/documents that you will need to provide to support your application.
2. Make payment for the RPL application. RPL's will not proceed until payment has been received.
3. Complete all sections of the form and attach all required evidence as well as the receipt of payment to the Director of Studies.
4. The application will then be sent to a RPL Assessor

To proceed with the application, you should then note the following carefully.

***Supporting Evidence**

Please attach to the Recognition of Prior Learning (RPL) Application Form supporting evidence, which you believe will assist your application.

Formal RPL applications require certified transcripts of previous study with course outlines.

Informal RPL applications require copies of any statements, references or articles about your employment, evidence of education and training that you feel is relevant, a detailed Curriculum Vitae, letters and/or references from previous employers/clients.

Also include:

- Relevant work samples, such as contracts, completed work projects, a folio of examples of previous work which indicates your level of competence
- Outlines of any formal or short courses which you have undertaken which demonstrate competence
- Any other information that you feel might aid your assessment (work experience, life experience, on-going training).

After submitting your application to the Director of Studies, you may be invited to attend an interview with the RPL Assessor.

Notification of your RPL

STEP 1 – Notification

CIC will acknowledge the receipt of your Application and contact you in writing with the outcome by email.

Applicants should regularly check their CIC Email for notification regarding their RPL application.

Students should always ensure their contact details are up-to-date.

If you are granted RPL this will be confirmed on your RPL confirmation letter as Recognition of Prior Learning (RPL). The unit code(s), Name(s) and Credit Points will also appear.

With the successful outcome, a RPL acceptance letter will be sent to you via email stating that the credits have been accepted.

STEP 2 – Acknowledgement

To accept your RPL, students need to sign on the acceptance section at the bottom of this letter and return the signed form to your faculty.

If your application is unsuccessful, you will be notified via email.

STEP 3 – Confirm your study plan

RPL granted may affect your study plan to complete your course. If you require study plan and unit sequence advice, please contact the Director of Studies.

7.13 Course Progress Monitoring Policy and Procedures

You are required to make satisfactory academic progress -being assessed as Competent in at least 50% of each study period [term] course load - as it is a requirement of your Student Visa.

This is not only a requirement of CIC but for International students it is also a student visa requirement. If your Academic progress is unsatisfactory for 2 consecutive terms CIC may advise the Department of Home Affairs (DoHA). This may affect your visa.

In order to ensure satisfactory course progress the College will record and monitor your

course progress in each Unit of Competency. Course progress will be assessed throughout the term and with final results at the end of each term.

Unsatisfactory course progress risk will be identified where you receive an NYC in a single unit of competency or units of competencies undertaken in a study period/term.

If you are making unsatisfactory course progress you may be required to repeat some unit/s. This will incur an additional cost; the amount will depend on the number of units to be repeated.

An intervention process will follow in the form of a Notification to the student reminding the student of the requirement of Academic Progress and offering support and assistance from trainers and/or the Learning advisor. An intervention contract may be provided depending on the situation.

Students that continue not to make satisfactory academic progress in the second academic study period will receive a second notification prior to receiving a final notification of Intention to Report.

These students are considered 'at risk' of having unsatisfactory academic progress and are offered time, academic support and counselling to manage their academic performance issues through the said reminders.

Once a student's academic performance has fallen below the required 50% of Competency for the units across 2 consecutive terms for their current enrolment, it is considered unsatisfactory. A 'Notice of Intention to Report (NIR)' may then be issued to the student.

Students who received an NIR are afforded the opportunity to appeal internally against being reported to DoHA within 20 days.

If the appeal is successful then the student will return to their studies and monitoring of academic performance will recommence.

If the appeal is unsuccessful, the student has the option to seek an external appeal within 5 working days of the date of notification of the unsuccessful internal appeal, and must inform the College of this external appeal lodgement.

The student enrolment continues during this time and the student is expected to maintain all conditions of study until the outcome of the external appeal is reached.

A student who is reported to the DoHA for unsatisfactory academic performance is no longer an enrolled student of the College and may not be re-enrolled into the same or any other course of the College for a minimum 2 year period.

See the College's Recording, Monitoring and Reporting of Academic Progress Policy and Procedure:

Students have the right to appeal this decision.

Important, Please Note!

It is the College's responsibility to ensure that you are able to successfully complete your course of study. In order to be assessed in any given unit of study, you need to attend a minimum of 80% delivery of the unit (this is the case for each and every unit). Even if you produce a valid medical certificate, it might be decided by the Director of Studies that you need to repeat the unit(s). Your trainer(s) will not assess you in the unit(s) that you did not attend a minimum of 80% without approval by the Director of Studies.

Please note that classes on campus generally start at 8.30 am and finish at 5.30pm. If you are late your trainer may not allow you into class, and you will be marked absent for the first two hours. You will need to wait until after the break to join the class.

If you are completing your practical classes in the kitchen then the kitchen classes' rules apply. Make sure you find out exactly when you need to be at the kitchens. Also make sure you are aware of the kitchens' grooming guidelines, as if they are not followed, you will be excluded from classes.

7.14 Attendance Monitoring

While the College expectation is that students maintain full attendance for each enrolled unit/subject/class, International students enrolled in courses at CIC must maintain a minimum attendance rate of 80% for each study period/term in which they are enrolled.

If a student's attendance is less than 80 per cent, or if a student is absent for more than five consecutive days, Cambridge International College may choose:

- to notify and monitor the student as a potential "at risk" student for not being able to make satisfactory academic progress
- if absences are well below the College requirement of the minimum of 80% attendance in each unit/subject/class, the trainer may not be in a position to assess the competency of the student's assessment and thus the student may be required to re-submit and/or repeat the unit

Cambridge International College will thus monitor the attendance of each student to ensure that academic progress continues to be satisfactory.

See the College's Recording and Monitoring of Student Attendance and Academic Progress Policy and Procedure:

7.15 Suspension of Studies / deferral

A student may be granted an approved suspension of studies for compassionate or other compelling circumstances. **The College, on the advice of DoHA, does not accept weddings, work opportunities, financial difficulties and cultural and religious activities as acceptable reasons for deferral.**

No request for deferment or suspension of studies will be granted for these reasons. There are many holiday breaks throughout your course duration to allow you to attend to such arrangements.

To apply for an Approved Suspension of Studies, proceed to Administration Office, for the application form. Make sure that you submit your application at least **10** working days before the date applied for.

Submitting your application:

- The application form must be completed fully
- Documents are required to support the reasons of your application for a Suspension of Studies. The documents must be attached to the application form
- You have to attend classes until your application is assessed and approved. (Note that the application may not be approved). If you do not attend classes (and have not had your application approved) you will be marked absent.
- If the application is denied, you have a right to appeal. The Complaints and Appeals application form is available from Reception. The College will contact you within 10 working days of the receipt of the form in order to enact the internal complaints and appeals process. You will have an opportunity at this time to discuss your situation with the College.

See the Policy on Deferring, Suspending or Cancelling a Student's Enrolment Policy:

<http://vet.cambridgecollege.com.au>

7.17 Suspension of Studies or Deferral of Commencement of Studies

The College may grant an approved Suspension of Studies or Deferral of Commencement only in certain limited circumstances.

- If a medical condition prevents you from attending class
- If you are involved in a traumatic event
- If an emergency requires you to return to your home country
- If there is a death of a close family member
- If your visa is not yet granted

If suspension of studies is requested beyond 2 weeks, students will be required to defer their studies and reapply for their visa once the leave of studies is over. CIC will notify the Department of Home Affairs via PRISMS.

The circumstances in which the College **may temporarily suspend** your enrolment:

Misbehaviour, such as:

Academic

- Cheating in assessment tasks
- Plagiarism
- Being disrespectful to staff or other students which could include continuously interrupting the trainer or refusing to participate in class activities

Non-academic

- Non- payment of fees
- Discriminating against, or harassing, any person in any manner or for any reason
- Using offensive language or being physically intimidating
- Acting in an unsafe manner that places yourself and/or others at risk
- Acting in an unsafe manner which causes harm to yourself or another person
- Being under the influence of alcohol or drugs
- Smoking in non-smoking areas

Circumstances in which the College **may cancel your enrolment** are as follows:

Misbehaviour of the student such as:

- Cheating in assessment tasks after initial warnings and counselling
- Plagiarism after initial warnings and counselling
- Acting in an unsafe manner that places yourself and/or others at risk after initial warnings and counselling
- Acting in an unsafe manner which causes harm to yourself or another person after initial warnings and counselling
- Being under the influence of alcohol or drugs where this behaviour puts yourself or others at risk
- Committing unlawful actions
- Non-payment of fees

Process of notifying students of the College's intention to suspend or cancel their enrolment

- The College will send you a letter informing you that they intend to suspend or cancel your enrolment.
- The letter will advise you that you may appeal the College's intention by accessing the College's complaints and appeals processes.
- You will be advised that you have 20 working days to appeal after receiving the written notification.
- The College will not suspend (or exclude from classes) or cancel your enrolment until the outcome of the internal complaints process unless there are extenuating circumstances relating to your or others' welfare.

Please see the College's policy and procedure on Deferring, Suspending or Cancelling the Student's Enrolment:

<http://vet.cambridgecollege.com.au>

7.18 Reasonable adjustments for students with disabilities

It is important that education providers take meaningful, transparent and reasonable steps to consult consider and implement reasonable adjustments for students with disability. Under the Disability Standards for Education 2005, education providers must make reasonable adjustments for people with disability to the maximum extent that those adjustments do not cause that provider unjustifiable hardship. While 'reasonable adjustment' and 'unjustifiable hardship' are different concepts and involve different considerations, they both seek to strike a balance between the interests of education providers and the interests of students with and without disability.

The policy applies to the students who have special needs in terms of learning as a result of disability (physical or mental) or illness.

If you have an existing special need you should advise CIC of this when completing the 'Application Form'. You will need to include medical certificates or other relevant supporting documentation.

Confidentiality of information relating to students with special needs will be protected, and access to information will be restricted to staff with a legitimate need to know basis.

All documentary evidence of disability will be retained by the Director of Studies unless otherwise agreed to by the person with the disability.

See the College's Students with Special Needs Policy:

<http://vet.cambridgecollege.com.au>

Safe Work Australia will provide guidelines for reasonable adjustments for a person's disability.

www.safeworkaustralia.gov.au/

7.19 Discrimination & Harassment

Discrimination & Harassment are against the law in all Australian educational institutions. CIC will not tolerate any behaviour or intention to behave in a way which discriminates against, or harasses another person. The College is committed to observing the Equal Opportunity Act 1995 and Federal Anti-Discrimination Laws.

Equal Opportunity Commission of Western Australia

Westralia Square, 141 St Georges Terrace, Perth WA 6000
(08) 9216 3900

7.20 Financial Management

CIC as the RTO must provide the following fee information to you:

- The total amount of all fees including course fees, administration fees, materials fees and any other charges
- 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.
- Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee
- The nature of the guarantee given by the CIC to complete the training and/or assessment once you have commenced study in your chosen qualification or course
- the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available if you are deemed not competent on completion of training and assessment, and
- CIC's refund policy.

7.21 Student Complaints and Appeals process, policies and procedures

Cambridge International College has a documented procedure, the Student Complaints and Appeals Procedure by which it ensures that students will be granted timely access to the College's complaints and appeals process.

The College undertakes to ensure that:

- All disputes, complaints and appeals will be handled professionally, equitably, confidentially and in a timely manner, with a view to achieving satisfactory resolution
- All parties will have a clear understanding of the steps involved in the Student Complaints and Appeals procedure, prior to and during the carrying out of the procedure
- Prospective students are provided with a copy of the Student Complaints and Appeals Procedure document before making a contract to enrol, and again at course commencement.
- Relevant staff members are familiar with the Student Complaints and Appeals Procedure
- The Internal Complaints and Appeals processes are provided at no cost to you

Process

Informal resolution

Stage 1: You are encouraged, in the first instance, to resolve the concern or difficulty directly with the staff member(s) and/or students concerned.

Stage 2: Where satisfactory resolution is not reached as Stage 1, the matter is referred to the Course Coordinator (attendance/enrolment issues), the Student Counsellor (personal or other/general concerns) and the Campus Director (resources/facilities).

Formal resolution – internal*

Stage 3: Where satisfactory resolution is not reached in Stage 2, you should access the formal Complaints and Appeals process. This process will commence within 10 working

days of the lodgement of the complaint or appeal and supporting information and all reasonable measures will be taken to finalise the process as soon as practicable.

When the Student Complaint & Appeal Notification form is received by the College, the Chairperson will then convene the Internal Complaints and Appeals Committee. The complainant will be informed in writing as to the date, time and location of the Committee meeting together with the details of the proposed independent Chairman of the Committee. The Internal Complaints and Appeals Committee will consist of the student, and the student's representative (if requested), Chairperson and other college management staff.

At the completion of the internal committee hearing a written statement of the outcome including reasons and details for the decision will be provided to the complainant.

* You may also contact the independent International Student Conciliator at the Overseas Student Ombudsman (OSO). www.oso.gov.au

Formal resolution – external

Stage 4: Where the Internal Complaints and Appeals Committee is unable to resolve the issue, and/or the student lodges an appeal against the decision of the Internal Complaints & Appeals Committee, the student will be referred to an External Appeals process.

The Committee Chairperson will also advise the student that in general, the purpose of the external appeals process is to determine whether the College has followed its internal complaints and appeals policies and procedures. It is also possible that the External Appeals body may also consider additional information and make recommendations to the College.

Details relevant to the Complaints and Appeals Procedure:

1. Students may raise any matters of concern relating to teaching/training delivery and assessment, certification, compliance, student amenities, discrimination, harassment and any other issues that may arise.
2. Description of types of Complaints:
 - 2.1 An academic matter – something to do with teaching, learning, or assessment issues in a student's course
 - 2.2 An administrative matter – anything to do with the management of the College and/or the administration of a student's enrolment at the College including attendance.
 - 2.3 A more general matter – anything to do with a student's comfort, safety and general well-being whilst attending the College
3. CIC commits to address and, if possible, to resolve any complaint fairly and equitably and as soon as practicable.
4. CIC will encourage the parties to approach a Complaint with an open view and to attempt to resolve problems through discussion and conciliation.

5. Nothing contained in this Complaints and Appeals procedure prevents a student from exercising their rights to other legal remedies or obtaining advice from other authorities or agencies.

See: <http://vet.cambridgecollege.com.au>

7.22 Immigration Information

If you have **general** questions regarding immigration information, you can speak to the Administration staff who will provide basic information such as phone numbers and website details and information about your electronic Confirmation of Enrolment (eCoE).

For more detailed and individual information you need to contact the Department of Home Affairs [DoHA] directly, or a registered migration agent.

7.23 Educational Services for Overseas Students (ESOS)

The Education Services for Overseas Students Act 2000, or ESOS Act, establishes legislative requirements and standards for the regulation of education and training institutions offering courses to international students in Australia on a Student Visa. In particular, ESOS provides protection for international students. The Tuition Protection Scheme – TPS provides tuition protection for all international students. For more information please see <http://vet.cambridgecollege.com.au/s://tps.gov.au/Home>

The ESOS Act and the National Code can be found at:

<http://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ESOSNationalcode-PartD.aspx>

8.0 Phone numbers that you might find important

8.1 In case of a medical, welfare or crisis/emergency, students may contact the college using the below Emergency Contact Numbers:

Office Hours

Monday to Friday – 8.30am to 4.30pm

Tel No: (08) 9221 9990

After Office Hours

Tel No: 0435 265 645 (Laura Farrell)

8.2 Additional Emergency contact numbers and services

All of these services are open 24 hours a day, 7 days a week

Emergency (Police, Fire, Ambulance)	000
For Police Support	131 444
Alcoholics Anonymous	9325 3566
Community Legal Services www.communitylaw.org.au	9221 9322
Crisis Care	9223 1111 / 1800 199 008
Family Help Line	1800 643 000
Gambler's Help 24 hour/ 7 day	1800 858 858
Gay and Lesbian Counselling Line Perth Counselling, Referral and information	9420 7201
Grief Line	1300 845 745
Holyoake Drug Addiction Centre (Drug Counselling)	9416 4444
King Edward Memorial Hospital for Women 374 Bagot Rd, Subiaco	9340 2222
Lifeline 24 hour telephone counselling & referral	13 1114
Men's Domestic Violence 24 hour Helpline	9223 1199 / 1800 000 599
Men's Referral Service	1800 065 973
Narcotics Anonymous	1300 652 820
Parent Help Line 24 hour Helpline	1800 654 432
Royal Perth Hospital Wellington St, Perth	9224 2244
Salvation Army	9260 9599
SARC - Sexual Assault Resource Centre 24hrs	9340 1828 / 1800 199 888
St. Vincent de Paul Society www.vinnies.org.au	1300 794 054
Tenants Advice Service www.taswa.org	9221 0088
The Smith Family	9313 2727
WA AIDS Line	9482 0044
Women's Domestic Violence Helpline 24 hour crisis line	9223 1188 / 1800 007 339
Women's Information & Service www.women.wa.gov.au	1800 199 174
Women's Legal Services Western Australia 920 Beaufort Street, Inglewood, Perth	1800 625 122