



The Imperial College of Australia
striving for excellence

CRICOS ID: 02858M

RTO ID: 121966

STUDENT HANDBOOK

International

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Introduction to Imperial

Welcome to The Imperial College of Australia (Imperial), an educational provider specialising in Australian vocational education and located near the heart of Melbourne. We are committed to providing quality vocational training, enabling students to advance their career by attaining their educational goals.

Imperial was established in 2007 and since that time has developed range of courses in Hospitality, Information Technology, Telecommunication, Business and Management.

Governing Council, Senior Management and Academic and Support Staff of Imperial has wide ranging expertise from Business and Finance Management to Academic integrity. Our Academic and support staff is highly qualified and have extensive experience in their respective fields. We are here to support our students throughout their education programs and to ensure that they have an enjoyable learning experience.

Our College Profile

At Imperial, we understand the aspirations of our students, and have focused our philosophy on imparting premium quality education. The institution caters to the needs of students in the field of vocational education, both domestic and international. We are committed to providing a warm and caring educational environment and make our students a top-notch leader in their chosen profession.

We pledge to apply best practice in training and assessment, with a dedicated team of highly qualified trainers and administration staff with extensive experience in their fields. We are confident that our students will have an enjoyable and enriching experience by choosing Imperial as their pathway to success.

Vision statement

The Imperial College of Australia's vision is to excel in delivering high quality education to students. We will strive to create an enriched learning environment that empowers students to strengthen their scholarly knowledge and become life-long learners. The Imperial College of Australia will be recognised as an exemplary educational leader, partnering with our communities; to develop potential and create opportunities for its members

Mission statement

The mission of the Imperial is to provide outstanding educational programs and services that are responsive to our students and diverse communities. We accomplish this mission by:

- Providing high quality teaching and instruction to promote fulfilment of knowledge transfer requirements and encourage academic acquisition in our surrounding communities
- Providing skills education and student services programs to help students become successful learners
- Establishing partnerships with stakeholders as well as other educational institutions to advance economic development
- Improving the quality of life of our students and communities through broad-based research and scholarship programs

Facilities

As a student at Imperial, you can avail of our numerous facilities, including:

- Excellent teaching facilities with presenter computer and data projector
- computer labs with easy access for students
- access to library resources
- free internet access
- student recreation area
- Photocopy and printing facilities.
- tea and coffee making facilities

Our Ethos

Imperial is committed to providing the highest quality education to its students, irrespective of nationality, gender or belief. Through the dedicated pursuit of excellence in teaching and dynamism in course content, Imperial will foster in its students rational thought, intellectual integrity and social responsibility.

College Locations

Imperial operates out of two locations, both within inner Melbourne. Imperial's main campus (Head office) is at 212 Hoddle St, Abbotsford VIC 3067. All administrative offices, as well as most classes, are located at this address.

The campus is easily accessible by road and by public transport. The closest train station is Victoria Park, on the Epping and Hurstbridge train lines. Tram lines 86 (Smith St/Johnston St) and 109 (Victoria St/Hoddle St) are a convenient 12-minute walk from the college. There is a bus-stop just outside the college entrance. Bus connections from Hoddle St and Johnston St provide easy access to the city and to various suburbs.

In addition to its main campus, Imperial conducts the practicum component of the Certificate III and Certificate IV in Commercial Cookery, including kitchen training and demonstration, for students enrolled in the Course, at its specially designed premises at 38 Carinish Road, South Oakleigh.

The campus is easily accessible by road and by public transport. The closest train station is Clayton. Bus stop is at a convenient 2-minute walk from the college.

Contact Information

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Important Policies and Forms

As a registered education provider, The Imperial College of Australia has set of policies, procedures and related Forms under its regulatory framework. Students are strongly advised to refer to the college website at ***www.imperial.edu.au*** to access key policies, procedures and forms.

If you are unsure about the policies, procedures and forms related to your concern/issue, or the required policy is not listed on the website, you must contact our student services staff at the college or via email info@imperial.edu.au

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Accreditation and Articulation

Imperial is an accredited and recognised provider of education registered by ASQA (Australian Skills Quality Authority). The College is a member of the ACPET (Australian Council for Private Education and Training) and facilitates regular inspections by accrediting authorities.

Our Registered Training Organisation (RTO) currently delivers following qualifications under the Australian Qualifications Framework (AQF) to overseas students:

Faculty of Telecommunication	CRICOS CODE
(ICT51015) Diploma of Telecommunications Engineering	090504G
(ICT60615) Advanced Diploma of Telecommunications Network Engineering	090506F
(ICT80415) Graduate Diploma of Telecommunications Network Engineering	087830J
Faculty of Information and Communications Technology	
(ICT30115) Certificate III in Information, Digital Media and Technology	086507F
(ICT40415) Certificate IV in Information Technology Networking	086568D
(ICT50415) Diploma of Information Technology Networking	086655E
(ICT60215) Advanced Diploma of Network Security	086742F
Faculty of Business & Management	
(BSB40215) Certificate IV in Business	086937F
(BSB40515) Certificate IV in Business Administration	087039K
(BSB50215) Diploma of Business	087205A
(BSB51915) Diploma of Leadership and Management	088423E
(BSB61015) Advanced Diploma of Leadership and Management	088424D
Faculty of Hospitality	
(SIT30816) Certificate III in Commercial Cookery	096448G
(SIT40516) Certificate IV in Commercial Cookery	096449F
(SIT50416) Diploma of Hospitality Management	091033D
(SIT60316) Advanced Diploma of Hospitality Management	091113D

Settling in Melbourne

Welcome to multicultural Melbourne, the capital of the state of Victoria. Melbourne is a very safe city by world standards. The crime rate is low and it has excellent emergency and hospital facilities. Source: www.visitvictoria.com.au



Places to Visit

There are many exciting and interesting things to do while living in Melbourne, and because Imperial is located in the heart of Melbourne, it is easier and quicker to get around. Places in Melbourne that you should think about visiting include:

- ❖ Melbourne Zoo – take the Upfield train line from Melbourne Central or Flinders St station and alight at Royal Park.
- ❖ Crown Casino and Entertainment Complex/Southbank – a short walk from Flinders St Station.
- ❖ Queen Victoria Market.
- ❖ St. Kilda beach – a 40-min tram ride from the city, on tram 16 (Swanston St) or 96 (Bourke St).
- ❖ Chinatown – on Little Bourke St.

If you would like more information about the many tourist attractions and places of interest in and around the city, Melbourne's Tourist Information Office is located at Federation Square, opposite Flinders St Station. This office is open 7 days a week and offers information about Melbourne and Victoria.

For more information on Melbourne's many attractions, you may also visit the state tourism website at www.tourism.vic.gov.au.

Local doctors, dentists and supermarkets are located in Melbourne CBD and inner city suburbs. Melbourne has a number of local churches and community groups.

Victoria is home to some of the most attractive areas in Australia, including the Yarra Valley wine district, Puffing Billy, Great Ocean Road and Surf Coast, Mornington Peninsula, penguins at Phillip Island, etc., all within a few hours' drive of Melbourne.

Several tourism agencies in and around the city arrange tours to these destinations.

Sports and Fitness

Melbourne is the sporting capital of Australia. It hosts the Australian Open Tennis in January, the F1 Grand Prix in March, and the AFL Grand Final in September/October. The historic Melbourne Cricket Ground (MCG) is often the locale for exciting international cricket and several other sports. There are plenty of pool and gym facilities located around Melbourne. The closest public fitness centre to Imperial's Franklin St campus is the Melbourne Baths located in a historic 19th century building on the corner of Swanston and Victoria Streets.

Public Transport

Imperial's main campus is located near the corner of Hoddle and Johnston St in Abbotsford. We recommend students not to drive to College, as the cost of petrol and parking can be expensive and inconvenient.

The closest train station to Imperial's Hoddle Street Campus is Victoria Park. It is a 3 minute walk to Imperial from the station. There is a bus stop almost outside the college building.

Oakleigh campus (for commercial cookery) is easily accessible by road and by public transport. The closest train station is Clayton. Bus stop is at a convenient 2-minute walk from the college.

The Melbourne Public Transport Corporation has created a pamphlet to help you with fares and other public transport information.

Driving in Victoria

In Australia, you must either have an Australian Driver's Licence or an International Driving Permit. Cars are driven on the left side of the road in all states of Australia. If the International Permit or Licence is not in English, you must carry a certified translation.

Victoria has very strict driving laws. When driving around Melbourne, it is the law that you must wear your seat belt. We also recommend that you do not drink and drive. It is very dangerous and if you are caught by the police, you may lose your licence.

If you are going to go out drinking with friends, get one of them not to drink, so that they can do the driving for all of you. This is called organising a designated driver.

Alternatively, get a taxi home. Taxis can be requested at any time of the day or night on all days, by calling the taxi service provider and giving them your pick-up address.

Victoria also has speed limits which all drivers must follow. You must not go over the speed limit by more than 3km; speeding incurs heavy fines and you may also lose your licence.

If you are going out of Melbourne for a weekend or on term break, remember that Australia is a very big country and it can be very easy to get lost. Always have a map of the area you are travelling to. Before you leave, tell someone where you are going and when you will be back. Always carry plenty of water when going on a long trip.

You should also go to a police station before driving, just to check if there are any road rules in Australia that you are not familiar with.

Finally, if your car breaks down, do not walk off to find help: someone is likely to find you as you are to find them, and staying with your car allows you to have shelter against rain, or Australia's harsh sun.

If renting a car, make sure that the only person who drives is the person who has signed on as the registered driver, otherwise your insurance may not cover you if you are in an accident.

It is not against the law in Australia to drive without insurance, but we strongly recommend that you have car insurance. You should have Third Party or Comprehensive insurance in case you have an accident.

Public Holidays in Victoria

Below is a list of all public holidays in Victoria, and their corresponding dates for 2018:

New Year's Day	01 January	Queen's Birthday	11 June
Australia Day	26 January	Friday before AFL Grand Final	28 September
Labour Day	12 March		

Good Friday	30 March	Melbourne Cup Day	06 November
Easter Monday	2 April	Christmas Day	25 December
Anzac Day	25 April	Boxing Day	26 December

Smoking

Smoking is not permitted in public places, including airports, restaurants, cinemas and shopping centres. This is the law in Victoria so please observe the signs on the front of all buildings. Imperial also has a non-smoking policy that prohibits smoking anywhere in the building, including toilets and recreational areas.

Water Restrictions

Melbourne is currently experiencing water restrictions, which means that we all need to watch how we use water. Please do not leave a tap running whilst you are brushing your teeth or washing the dishes, and limit showers to 3-4 minutes. It is important not to use a hose to wash your car; instead you should use a bucket. You may also wash your car at a car wash, which uses clean recycled water that is good for the environment.

Opening an Australian Bank Account

When you first arrive in Melbourne, it is a good idea to open a bank account. When you go to the bank you need to take with you your passport and a copy of your eCoE (electronic Confirmation of Enrolment). If you do not have a copy of your eCoE, please inform Imperial Reception, and we will provide a copy. There are many banks located near Imperial. You do not need to deposit money when you first open an account.

Cost of Living

Before lodging your application, you should consider whether you will have enough money to set up a house in Australia as well as pay for your air-fare (including return), course tuition fees, overseas student health cover (OSHC) and all general expenses during your stay in Australia.

As a general guide, your accommodation, food, transport, clothes and expenses could cost:

- student/guardian – AUD20,290
- partner/spouse – AUD7,100
- child – AUD3,040.

You should be aware that these amounts are only an indication of everyday expenses and do not include air fare, health insurance or the cost of your course.

Accommodation

Imperial will gladly assist in finding suitable accommodation. It cannot, however, enter into agreements with real estate agents or householders on your behalf.

Temporary Accommodation on Arrival: If required, temporary accommodation will be arranged for your arrival, usually for a period of one week. This is hotel-style accommodation at AUD \$80-\$120 per night.

Home stay involves the student living with an Australian family. The cost generally includes two meals (breakfast and dinner) during the week and three meals over the weekend. Rooms may be single or shared and cost will vary accordingly, usually at \$150 to \$200 AUD per week.

Home stay families provide students with a private, single room, with bathroom and laundry facilities shared with the family. Meals are usually included in the cost but this varies to suit the needs of the family and the student.

Self-catering home stay arrangements are sometimes available and offer a cheaper alternative. This is a reliable way to find a safe, reputable family to live with.

Private or Church-Owned Boarding Hostels are available for both tertiary and non-tertiary students. Facilities usually include kitchen and shared bathroom with self-catering to be expected. For newcomers to the country, living in a hostel is a good way to meet other students in a comfortable study environment. Cost is usually \$80 to \$150 AUD per week.

Shared Accommodation: Advertisements on student notice boards and in sections of the local newspapers will appear for one or more people to share a house or flat, often where a lease has already been taken out. This often suits students once they have been in the country for a while and are comfortable with their new country's living arrangements. Cost is usually \$80 to \$150 AUD per week.

Rental Accommodation: As with shared accommodation, units, flats, single bed sitters and even houses are available through real estate agents. These are normally unfurnished. One month's rent in advance may be charged plus a bond (or security deposit) prior to signing a lease agreement. The cost is usually \$150 to \$300 AUD per week.

A number of real estate agencies service the campus area and are easily contactable either in person or by telephone, e-mail, etc.

Imperial Code of Conduct

The Code of Practice requires Imperial to implement policies and management practices that maintain high professional standards in the delivery of education and training services and safeguard the educational interests and welfare of staff and students.

Administration and Management

Imperial will ensure that we meet the following administrative and management standards:

- Provision of qualified, experienced personnel to undertake the management and coordination of training delivery, assessment, validation and moderation
- Imperial staff selection process is fair and providing ongoing professional development to its staff;
- Maintaining adequate and appropriate insurance including public liability and work cover policies.
- Imperial will provide information about substantial changes to its operations or any event that would significantly affect its ability to comply with the standards within 90 calendar days of the change occurring.
- Imperial will provide information about significant changes to its ownership within 90 calendar days of the change occurring.

- Imperial will notify the Regulator of any written agreement entered for the delivery of services on its behalf within 30 calendar days of that agreement being entered into or prior to the obligations under the agreement taking effect, whichever occurs first; and within 30 calendar days of the agreement coming to an end
- Access for the Registering Authority (and its agents) to training records, delivery locations and staff details to enable performance auditing and to verify compliance with Conditions of continuing Registration/Endorsement.
- Timely payment of registration fees to the Registering Authority, within 28 days of these fees being due and payable, to maintain currency of registration.
- Up-to-date records of student enrolments, attendance, completion, assessment outcomes (including Recognition of Prior Learning), results, qualifications issued, complaints and appeals, and archives.
- Strict confidentiality with respect to all personal records of students.
- Access for staff and students to their own records.

Course delivery

Imperial will:

- Arrange an orientation program for new students, prior to course commencement, with information about the course curriculum, work-based training (if required), and availability of learning resources;
- Ensure that a current copy of the accredited course curriculum is available to staff and students;
- Conduct training and assessment in accordance with the requirements of the accredited course and training package;
- Ensure that national guidelines are followed when customising courses to meet the needs of clients;
- Obtain written permission from course copyright owners prior to course delivery to use and, if required, customise courses;
- Ensure that all courses in the Scope of Registration as listed on national register at www.training.gov.au remain accredited.

Staff

Training and assessment is delivered only by persons who have:

- a) vocational competencies at least to the level being delivered and assessed;
- b) current industry skills directly relevant to the training and assessment being provided; and
- c) current knowledge and skills in vocational training and learning that informs their training and assessment.

Industry experts may also be involved in the assessment judgement, working alongside the trainer and/or assessor to conduct the assessment.

Training Environment

Imperial will meet the following minimum training environment standards:

- Compliance with all laws relevant to the operation of training premises including occupational health and safety, equal opportunity, anti-harassment, privacy and fire safety regulations;

- Provision of training premises of adequate size, equipped with heating, cooling, lighting and ventilation;
- Training facilities, equipment and other resource materials that meet the requirements of the Scope of Registration, and their regular maintenance in good order.

Awards and Statements of Attainment

Awards and Statements of Attainment will be issued to students who satisfactorily complete courses or units of competencies within the Scope of Registration, in the form of certificates containing the following information:

- Name and registration numbers of Imperial (CRICOS ID: 02858M, RTO ID: 121966);
- Name of the person receiving the qualification;
- Name of the course or units as shown on the Scope of Registration;
- The nationally recognised training (NRT) logo;
- The appropriate Australian Qualifications Framework statement;
- Date of issue; and
- Signature of Director of the College

Imperial will identify units of competency achieved on any certification issued in relation to courses based on national competency standards.

Imperial will accept and mutually recognise the qualifications and Statements of Attainment awarded by any other registered training organisation in Australia under the Australian Qualifications Framework.

Re-issuing Qualifications

If the testamur or statement of attainment is misplaced or damaged, the student or prior student may contact Imperial to order a replacement.

Imperial will not re-issue a testamur or statement of attainment; however, we will issue a Certified Copy of the original testamur or statement of attainment, with a statement on the qualification stating: 'DUPLICATE.'

Process of re-issuing qualification is mentioned below:

- The cost for a certified copy of the original award document is \$200.00, which is to be paid when ordering. It may take up to two weeks for the copy award document to be completed.

Marketing and Recruitment

Imperial will:

- ❖ market its courses within the scope of registration with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. No false or misleading comparisons are to be drawn with any other provider or course;
- ❖ not state or imply that courses other than those within the Scope of Registration are recognised by the registering authority;

- ❖ recruit students at all times in an ethical and responsible manner consistent with the requirements of courses; and
- ❖ ensure that application and selection processes are explicit and defensible and equity and access principles are observed.

Student Information

Imperial will advise prospective students of:

- ❖ its scope of registration;
- ❖ application processes and selection criteria;
- ❖ fees and costs involved in undertaking training;
- ❖ fee refund policy;
- ❖ qualifications to be issued on completion or partial completion of courses;
- ❖ competencies to be achieved during training;
- ❖ assessment procedures including recognition of prior learning;
- ❖ English language, literacy and numeracy requirements;
- ❖ appeal procedure;
- ❖ staff responsibilities
- ❖ facilities and equipment; and
- ❖ Student support services.

Access and Equity Operating Principles

Imperial aims to ensure the following:

- ❖ Access to employment and training is available, regardless of gender, socioeconomic background, disability, ethnic origin, age or race.
- ❖ Training services are delivered in a non-discriminatory, open and respectful manner.
- ❖ Staff members are cognisant access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs.
- ❖ Facilities are updated to provide reasonable access to clients of all levels of mobility, and physical and intellectual capacity.
- ❖ Client selection for training opportunities includes and reflects the diverse client population.
- ❖ Clients from traditionally disadvantaged groups are actively encouraged to participate, with specific assistance offered to those most disadvantaged.
- ❖ Culturally inclusive language, literacy and numeracy advice and assistance is employed in enabling clients to meet personal training goals.
- ❖ Accountability for Imperial's performance in adhering to the principles of this policy, and the opportunity for feedback for quality improvement.

Students are prohibited from offering gifts to Imperial staff. Imperial staff and students are required to comply with access and equity requirements at all times.

Student Recruitment, Selection and Enrolment Process

Applications for admission by an overseas student or an intending overseas must be made using the Application for enrolment - international students. Students must complete the Application for enrolment and send the completed application to Imperial along with all

supporting documents. Completed Application for enrolment is processed by Imperial and the application assessed against the selection criteria of the course and information provided in the application. The participants for each course offered by Imperial will be selected in a manner that reflects access and equity principles. Completion of the Application for enrolment does not imply that Imperial will make an offer to the student.

Procedure

Admission officer will follow the following step by step process once completed application along with all supporting documents are received either from the applicant directly or from his/her education agent:

1. All the required information is completed on the application form including signature of applicant and date.
2. Assesses the applicant's previous educational qualification(s) (either obtained in Australia or overseas) necessary for studying at the required level of the proposed qualification.
3. The applicant is also assessed to determine whether they meet the required entry level qualification(s) for the particular qualification in which they wants to enrol.
4. If the applicant's educational qualifications do not meet Imperial's admission requirements, other factors may be considered at the discretion of Imperial and in accordance with entry requirements of course(s) as per the training package. These other factors may include:
 - Mature age,
 - Work experience,
 - Attitude and aptitude,
 - Previous course results,
 - Attendance rate in the previous college,
 - Ability and skills to function in a course environment,
 - Possibility to succeed in his/her course endeavours.
5. Applicant's English language skills (language and literacy) will be assessed. If student has a satisfactory score in IELTS, TOEFL or PTE Course, the applicant will be admitted to his/her chosen course. Refer to the Policy on Assessing English Language Proficiency (International Students)
6. If an applicant cannot produce evidence of a satisfactory English score, and there are doubts their English language skills being sufficient to cope in a course environment, the applicant will be required to sit an English test (at the student's expense) or to enrol in an English (ELICOS) course for an appropriate duration until the applicant achieves the required English score.
7. In a situation where the student can demonstrate that he or she can communicate in English but cannot produce any formal English qualification as described above, then the student will be required to complete an English language test in Melbourne.
8. Details of student entered into the student management system.
9. Applicant and/or the education will be sent an offer letter by the admission's officer generated from student management system

Applicants wishing to accept the offer must pay the fee requested in the letter of offer. Once the fee is received by Imperial along with signed student agreement, the admission officer will:

1. Ensure the student agreement is duly signed and dated by the applicant
2. An Electronic Confirmation of Enrolment (eCOE) is generated from PRISMS and sent to the Student/education agent to facilitate the issuing of a student visa. Applicants must then

apply for a student visa at their Australian Student Visa issuing centre and make travel arrangements to Australia once the student visa is granted.

3. Soft copy of the eCOE is saved on Imperial drive and student management system updated
4. Administration Manager will do an internal audit on an ongoing basis for the applications finalised during the week to ensure all applications have required supporting documents and the application form and student agreements are duly signed and dated.
5. Any discrepancies found during the process will be immediately rectified by the Admissions officer. Any discrepancies found during the process will be immediately rectified by the Admissions officer.

English Language Requirements

All international students should be able to meet the English requirements as required under the assessment level and country of passport of the student by Department of Home Affairs.

Further information available on www.homeaffairs.gov.au

Imperial accepts the results from International English Language Test Score (IELTS), PTE Academic Entry or the Test of English as a Foreign Language (TOEFL) as below:

IELTS (Academic Module)	TOEFL (Internet based)	PTE Academic
Overall band score of 5.5	46	42

Applicants whose English results falls below above score will need to enrol in an English Language Intensive Course for Overseas Students (ELICOS). Arrangements will be made for the student to complete the ELICOS course with one of approved ELICOS provider at the student's expense.

General Entry requirements

Applicants who meet the selection criteria will be approved for enrolment in Imperial courses. In line with government policy, students with disabilities are fully encouraged to participate in training. *Specific entry requirements for each course are listed in the individual course information on our website and also available from Imperial. Prospective applicants are strongly advised to carefully read and consider the entry and course requirements before applying for admission at Imperial.*

Language, Literacy and Numeracy

Imperial recognises the importance of basic skills in English language, literacy, and numeracy (LLN) for students in being able to participate actively and effectively in any course of study. Improving basic skills will assist in breaking down barriers for students in communicating with their trainers, peers and in the workplace. To achieve this, Imperial will ensure that all participants enrolled in our vocational training courses are given the opportunity to learn based on their individual competencies in LLN identified by an LLN assessment test. We recognise that not all individuals have the same skills-set in reading, writing and performing calculations. Imperial trainers and staff will endeavour to help and accommodate participants with difficulties

in Language, Literacy or Numeracy. In the event that we are unable to meet the specific needs of the participant, we will refer the participant to an external support provider.

PROCEDURE

Needs Identification

We are required to ensure that we make every effort to assist our participants in achieving competency and the desired outcomes in our training programs. Part of this obligation is to ensure we confirm or re-affirm the information provided to us about participants and about any special needs that we need to know about. The process used at Imperial is two-fold, comprising: a review of the contents of the enrolment form, and an LLN assessment test.

For ***International students*** an LLN assessment test is conducted by the admission staff on the day of orientation.

The purpose of the enrolment form is to obtain any information about previous education, disabilities and grasp of the English language. The information obtained in these two processes is to determine:

- ❖ the appropriateness of Imperial's course for the individual's own goals and aspirations
- ❖ the individual's grasp of English
- ❖ any relevant disabilities that need to be considered when the individual participates in the course.

The purpose of the LLN assessment test is to confirm language, literacy and numeracy skills. We set the participants a time allocation of only 30 minutes to complete the test. We observe the participants for any signs of difficulty in completing the test.

The aim of this assessment is to ensure that we confirm the learning needs of our participants prior to commencement of the training. If we can identify any participant with special needs we can then ensure that we modify our learning and assessment strategies to accommodate their needs.

Instructions for Assessor

The role of an LLN assessor is to objectively assess the test against model answers. The assessor must have knowledge and competency in LLN assessment. It is crucial that assessors understand and practise fair, objective, unbiased and flexible assessment processes.

While assessing the LLN test, assessor **MUST** ensure:

- Student has answered all questions on the tests
- Student has not plagiarised during the testing process
- Assessor has provided detailed information on the oral communication section of the test

Internal audit of LLN Tests

Ongoing and regular monthly checks of sample of completed LLN tests will be conducted by the CEO and Administration Manager. Where anomalies are found in the assessment of the task:

- Student will be contacted for re-assessment
- Feedback provided to the assessing staff and if required further training organised.

Equal Access

Access to training must be equal for all participants. Imperial does not discriminate against participants whose needs are identified under the standards of LLN with regards to their enrolment in any current or future training courses. Where LLN levels are identified as being lower than the specified requirements for the qualification or course level, Imperial will provide advice and information about alternative program choices or on where they can obtain assistance with their LLN issue. Ultimately it is the choice of participants as to whether or not they proceed with the enrolment.

Confidentiality

All information relating to participants gathered during needs identification, training and evaluation will remain confidential. Participants will have access to any information gathered by Imperial about them.

Course Structure

While we have a range of commencement dates for our courses, our academic year consists of 52 weeks of study consisting of four (4) study periods of 13 weeks each (including class contact time, public holidays and term breaks), with at least 20 hours of class contact time per week during the study term.

Class contact time is the time that a participant is being supervised by a trainer. This may include classroom teaching; practical placement and work based training, practical work in the lab, supervised private study or research, and assessment. It does not include time away from Imperial completing assessments or homework.

Computers

The computer labs are for the use of all Imperial students for study purposes and are available at the designated times shown on the Computer Lab Timetable. This timetable will change throughout the year so it is advisable to check it regularly.

Please note that the computer labs can become very busy close to assignment deadlines. Please use the computers in a responsible manner to ensure everyone has the opportunity to complete their assignments.

Minimum Age

We do not accept international participants under the age of 18 years. If we revisit our policy we will comply with all current and future legislation in relation to working with children.

In the event that we change our policy or begin to deliver a training Course for those under 18 years old, we will comply with all Federal and State Working with Children Legislation such as the Child Protection (Prohibited Employment) Act 1998.

If we commence operations in other states, we recognise that we will need to comply with local legislation relating to working with children. We will update this information in the participant records retained in the government record-keeping systems (PRISMS).

School-Aged Dependants

If you are bringing children aged between five and 18 years old with you to Australia under a dependent on student visa, as part of the condition of this visa, they will be required to attend school full-time. You need to be aware of schooling obligations and options for school-aged children, and understand that you may be required to pay full fees if they are enrolled in either a government or non-government school.

They are not required to attend CRICOS-registered schools because dependants are not student visa holders.

Orientation

All participants are required to attend and participate in the orientation program organised by Imperial prior to the commencement of their course.

During the orientation program, you will have the opportunity to meet Imperial training staff and to familiarise yourself with the college campus, including location of amenities, exits, safety marshalling points, contact details, etc.

At the program, you will also receive information about Imperial's training and assessment procedures, including method, format and purpose of assessment. You will learn about the work-based training and practical placement Course, and the qualifications issued when upon successful completion.

Attendance at orientation is compulsory. The orientation program is a valuable opportunity for you to meet and mingle with Imperial personnel and new students, to ask questions, and to prepare for the commencement of your study at Imperial.

Documentation and information to be provided at the orientation includes:

- Emergency and Health Facilities
- Legal Services
- Transport and travel between campuses
- Study support and welfare related services
- Security measures
- Ban on littering, spitting and urinating in public places
- Imperial fees and fee refunds
- Assessment
- Recognition of prior learning / credit transfer
- Imperial contact people
- Communication (e.g. internet and mobile phones)
- Complaints and appeals

- Student code of behaviour
- Course progress requirements
- Keeping address and contact details up-to-date
- Use of Complaints and Suggestion box for speedy redresses of complaints/concern
- Student handbook (even though the students were given this copy before enrolment)
- Imperial staff and contact details
- LLN support
- Assessment of competencies procedure
- Student complaints and appeals procedure
- Student behaviour procedure
- Checked their enrolment status and made any necessary amendments to information
- Obtained the names and contact details of key administrative personnel in the Imperial
- Acquired course textbooks and any other materials necessary
- Understood the terms "cheating" and "plagiarism" as they pertain to study at Imperial
- Familiarisation with the key support services of the Imperial
- The type of assessment they will receive in their course
- Imperial academic progress requirements
- Internal and external support services available to students in the transition to life and study in a new environment
- Legal services
- Emergency and health services
- Facilities and resources
- Complaints and appeals processes
- Any student visa condition relating to course progress
- Working and student visa requirements
- Keeping a valid OSHC while on student visa
- Health insurance
- Use of public transport
- Use of taxis
- Rail and road crossings
- Safety measures in the home
- English skills and study
- Completion of the course in the normal amount of time
- Information regarding adjusting to life in Australia

Overseas Student Health Cover

Overseas Student Health Cover (OSHC) is insurance that provides cover on the costs for medical and hospital care for international students while they are in Australia. OSHC will also pay 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 benefits organisation (commonly referred to as Health Fund) before applying for your visa.

You will need to purchase OSHC before you come to Australia, to cover you from when you arrive. You will also need to maintain OSHC throughout your stay in Australia. It is the participant's responsibility to check the conditions of their health cover.

We can arrange the cover for you on production of a completed application form and a bank draft or bank cheque payable to the insurance provider. The participant will then be issued with a membership card upon processing of the application by the OSHC. The cost of coverage for a single student is \$408 per year*, and for a family \$3501 per year*. These fees are payable annually in advance.

***These prices are determined by Insurance Provider(s) and may be subject to change**

Refund Policy

Purpose

The *Education Services for Overseas Students (ESOS) Act 2000* and the National Code 2018 are part of the ESOS framework governing the responsibilities of education providers towards overseas students. This policy also complies with standard 5.3 of Standards of Registered Training Organisations (RTOs) 2015.

The purpose of this policy is to ensure that Imperial adopts a refund policy that is fair to students who have valid reasons for requesting refunds and who give Imperial sufficient notice, while at the same time protecting Imperial from suffering economic loss that may be caused by refund requests that are not submitted within the required timeframe.

Scope

This policy and procedure applies to all the prospective and enrolled international students at Imperial who pay part or full advance fees when applying for a place at Imperial

References

ESOS Act (2000) / National Code of Practice 2018

SRTO Ref: Standard 5.3

DEFINITIONS

Course: A program of study leading to a qualification or an award.

Fee: means fees Imperial receives, directly or indirectly, from:

- (i) an overseas student or intending overseas student; or
- (ii) another person who pays the fees on behalf of an overseas student or intending overseas student;

that are directly related to the provision of a course that the Imperial is providing, or offering to provide, to the student; and

"Fees" only means **tuition fees** not third party or ancillary fees such as admission fee, OSHC fee, resources, student kit or material fee.

Resources: Cost of learning materials and resources as indicated below, which each student is required to purchase at the time of joining the course:

Hospitality courses (commercial cookery tool kit, uniform and course material)	\$1,500.00
Business courses (course material)	\$500.00
IT and Telecommunications courses (Laptop and course material)	\$1,200.00

Application/Enrolment Fee: Covers the administrative costs of enrolment

Fee Due Date: As per the dates on the student agreement

Pre-paid Fee: Fees paid in advance prior to course commencement.

Agreed Start Date: for a course means the day on which the course was scheduled to start, or a later day agreed between the *Imperial* for the course and the student.

POLICY

A refund of tuition fees will only be granted in accordance with the refund policy set out below:

Fee Refund Conditions	Refund Applicable
For these refund conditions the terms <ul style="list-style-type: none"> “package of courses” means a sequence of one or more courses specified in the letter of offer for which CoE(s) have been issued. To avoid doubt where there is only one CoE, package of courses means that CoE “Fees” only means tuition fees not third party or ancillary fees such as admission fee, OSHC fee or resources fee. 	For these refund conditions the terms <ul style="list-style-type: none"> “package of courses” means a sequence of one or more courses specified in the letter of offer for which CoE(s) have been issued. To avoid doubt where there is only one CoE, package of courses means that CoE “Fees” only means tuition fees not third party or ancillary fees.
1. If an intending overseas student is not granted a student visa from Australian High Commission/ Australian Embassy/Department of Home Affairs (DHA) for any reason,(Documentary evidence of visa refusal is required)	<ul style="list-style-type: none"> All fees paid in advance will be refunded, minus administration and processing charges of AUD\$500.00.
2. If Imperial receives a written notice of withdrawal more than 28 days before the agreed start date of the first course in the “ package of courses ”	<ul style="list-style-type: none"> The refund will be 25% of the fees paid in advance by the student for each and every course in the “package of courses” minus an administration and processing charge of AUD\$500.00.
3. If Imperial receives a written notice of	<ul style="list-style-type: none"> The refund will be 15% of the fees paid in

withdrawal more than 14 days but less than 28 days before the agreed start date of the first course in the “package of courses”	advance by the student for each course in the “package of courses” minus an administration and processing charge of AUD\$500.00.
• If written notice is received 14 days or less before the commencement date of the first course of the “package of courses”	4 There will be no refund of any fees paid in advance for each and every course in the “package of courses” .
5 If the student withdraws after the agreed start date of the first course in the “package of courses”	5. There will be no refund of any fees paid in advance for each and every course in the “package of courses” . Students will also have to pay the balance of any fees due for remainder of their current course of study.
6. If a student’s visa is cancelled due to their breach of international student visa conditions or Imperial Policies and Procedures or Student Misbehaviour after the commencement of the first course in the “package of courses”	6. Maintaining the conditions of the visa grant and following Imperial’s policies and procedures as agreed is the student’s responsibility. There will be no refund of any fees paid in advance for each and every course in the “package of courses” . Students will also have to pay the balance of any fees due for remainder of the current course of study.
7. At the time of enrolment any Credit Transfer(CT)/ Recognition of Prior Learning(RPL) will be discussed & granted after the student provides sufficient evidence,	7. If the Credit Transfer allows shortening of the duration of a specific course in the “package of courses” a pro-rata fee will be worked out for the specific course and offered to the student. Once the student accepts the offer, there will be no further reduction of the fee and all refund conditions apply to each course in the “package of courses”
8. If a student’s visa expires whilst studying a “package of courses” and they are not able to complete their “package of courses” because their application for an extension of visa is not granted by DHA	8. All unused fees paid in advance for each and every course in the “package of courses” minus administration and processing charges of AU\$500.00 will be refunded. Calculation of ‘unused fees’ is in accordance with applicable ESOS regulations.
9. If a student is granted a deferment or temporary suspension of studies after the commencement of a “package of courses”	9. Imperial will hold all fees paid in advance for the period of the suspension/deferment. If the student does not return or commence on the agreed date without the approval of Imperial the student is deemed to have inactively withdrawn, and their enrolment will be cancelled. There will be no refund of any fees paid in advance for each and every course in the “package of courses” .

<p>10. In cases of Provider default. Imperial <i>defaults</i>, in relation to an overseas student or intending overseas student and a course, if:</p> <p>either of the following occurs:</p> <ul style="list-style-type: none"> • Imperial fails to start to provide the course to the student on the agreed starting day; • the course ceases to be provided to the student at any time after it starts but before it is completed; and • the student has not withdrawn before the default day. 	<p>10. Full refund of unused fees paid in advance. The calculation of 'unused fees' is in accordance with applicable ESOS regulations.</p>
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(Note: The date for calculation of the refund will be the date formally received and acknowledged by Imperial and in accordance with ESOS regulations)

Process for Claiming Refunds

- Refund applications must be made in writing on the Application for Refund Form; and set out the reasons for the application; and be accompanied by supporting documents as may be appropriate; and be forwarded directly to Student Admissions at Imperial.
- Refund applications will not be processed where the signature on the Application for Refund Form does not match the Student's signature as shown on other documents provided by the Student for admission to the College and the Student agreement.
- Refund will normally be made in the currency of the student's country of permanent residence and payable in that country.
- The funds covering the fees must be cleared (i.e. cheques cleared, telegraphic transfers received etc).
- All debts to Imperial must have been paid before any refund can be calculated with any outstanding amounts to be deducted from the refund.
- Where a Student is dissatisfied with a decision to provide or not to provide a refund he or she may appeal that decision in accordance with the Complaints and Appeals Procedures of Imperial.
- This procedure, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.
- All refunds will be paid within Four (4) weeks of receipt of student claim with required documentary evidences

Appeals

Once a decision is made on a student's application for fee refund, the student will be notified in writing of the outcome, including reasons for the decision.

Student should also refer to Imperial's "**Complaints and Appeals Policy**", available from the college for information on lodging an appeal against a decision.

Responsibility

Administration Manager has the responsibility to process the refund claims and provide the student details and fee status to CEO for effective implementation and maintenance of this procedure.

CEO has the responsibility to make a final decision about all the refund claims.

CEO has the responsibility to effectively implement the policy and maintain this policy and procedure.

Course Credit and Recognition of Prior Learning Policy (RPL)

Course credit is defined by the National Code 2018 as follows: 'Exemption from enrolment in a particular part of the course as a result of previous study, experience or recognition of a competency currently held. This includes academic credit and recognition of prior learning.' Students are strongly advised to obtain a copy of Imperial's Course Credit and RPL policy and procedure prior to lodging the application.

Students can enter a qualification without completing earlier qualifications or doing the pre-requisite competencies if they feel they are already competent in those areas. They are however required to undergo a course credit assessment.

Applications for recognition of prior learning and/or course credit will not result in students being exempt from completing that subject, and receiving course credit. Applications for exemptions should be submitted either before a student enrolls at Imperial or by the end of the first term of study.

Applications for Exemption will only be accepted if:

- ❖ the student is enrolled in an approved course of Imperial,
- ❖ the appropriate fee has been paid, and
- ❖ the application is made in the first term of study at Imperial.

Exemptions will be granted based on skills and education that a student has already acquired from other appropriate courses. The granting of exemptions is based on the concept of Recognition of Prior Learning (RPL) and/or Course Credit. Exemptions will only to be granted where it can be established that the student has successfully completed other studies that are:

- ❖ of a similar duration,
- ❖ at a similar or higher level of study,
- ❖ and of similar content.

Imperial will recognise qualifications from other countries as long as they meet the above criteria. Students who have completed a qualification, or components/competencies of a qualification, that comes within the Australian Qualifications Framework or other qualifications deemed to be acceptable to Imperial, may apply under this same process to have that recognised under the process of Course Credit.

Exemptions are applicable only to the course in which the student is enrolled at the time that the app applying for exemptions. If a student changes courses, exemptions granted will be reassessed to ensure that they are still appropriate.

If the college grants the student course credit which leads to a shortening of the student's course before the student visa is granted, the COE will indicate the actual net course duration for the course. If the course credit is granted after the student visa is granted, the change of course duration will be reported to DET via PRISMS within 14 days as specified under Section 19 of the ESOS Act.

An application form for credit/exemption is available from the reception desk.

Course Progress

Punctuality

Though, Imperial has implemented DHA-DET approved course progress policy, it is expected that all participants will attend the scheduled classes punctually at all times. Trainers may mark the class roll for each class. If any participant leaves a class early or arrives late, this may be reported to the management.

The National Code of Practice requires full time study (minimum of 20 contact hours per week). DHA also requires all overseas participants to achieve satisfactory course progress.

Satisfactory Progress

Imperial has in place policies and procedures for monitoring, recording and assessing the course progress of each student for the course in which the student is currently enrolled. Policy and Procedures outlined in this document are not only applicable to the study conducted at the theory and practical classrooms but also to the work based training and practical placement, which is an integral part of the completion of some qualifications at Imperial. Imperial has implemented the DHA-DET course progress policy and procedures for all its courses as listed on the CRICOS register at www.cricos.education.gov.au. Imperial has registered this choice through PRISMS

Copies of the detailed policy are available at the reception desk and on the website at www.imperial.edu.au.

All matters relating to student enrolment and course progress are recorded on the student's file. Our Course Monitoring Policy will be discussed during the orientation Course.

Illness

If you are feeling unwell during class time, notify your teacher and report to reception. An appointment with a doctor or dentist can be arranged for you. If you fall sick while you're living with people, you must inform your host family (in the case of home stay arrangements) or flat/house mates. Students who are unable to attend classes (due to an illness or any other reason) must telephone the college by 10 am on the day of their absence and leave a message for their teacher(s) that day.

If you are absent due to an illness, you must obtain a medical certificate from your doctor and give it to the Student Services Officer when you return to class. We will make a photocopy of your medical certificate for our records and return the original to you.

It is strongly recommended that you keep all originals of the medical certificates issued to you in the event that you need to furnish them for the DHA in the future. Where an assessment is missed, the medical certificate allows you to reschedule the assessment to a later date.

A medical certificate does not exempt the student from undertaking class work or activities for that day. Additional work may need to be successfully completed to compensate for the absence. The student must cooperate with Imperial in arranging additional lessons to compensate for classes missed. If you are unable to attend classes due to extenuating personal circumstances, it is essential for you to contact the Student Services Officer as soon as practicable.

Request for Leave of Absence

Students wishing to apply for leave must inform the college by filling in a Leave of Absence form, available at reception. The Imperial may grant a Leave of Absence or Deferment in special circumstances. An appropriate reason for wanting to take leave, as determined by the College, must be given. You are required to provide evidence (such as medical certificates) before your leave is approved.

If you are travelling overseas, a photocopy of your valid air ticket must be attached to your application form. Imperial will notify you in writing within seven days, after careful consideration of your case. Students who are granted leave are required to organise alternative arrangements for study with the respective teachers, to compensate for classes missed. Failure to comply with this policy may result in suspension from the course of study.

Plagiarism, Collusion and Academic Dishonesty

One of the central tenets of Imperial is academic integrity. In the course of your studies, if you use information from other sources in your class work or assignments, it is important that you attribute it accordingly.

Plagiarism occurs when students fail to acknowledge that the ideas of others are being used. Specifically it occurs when:

- other people's work and/or ideas are paraphrased and presented without a reference;
- other students' work is copied or partly copied;
- other people's designs, codes or images are presented as the student's own work;
- phrases and passages are used verbatim without quotation marks and/or without a reference to the author or a web page;
- Lecture notes are reproduced without due acknowledgement.

Collusion is the involvement of more than one individual in an instance of academic dishonesty. All parties involved in such collusion are in breach of the principles of academic honesty (unless there is good evidence of innocent involvement). "Collusion" needs to be distinguished from "collaboration", defined for the purposes of this document as work jointly undertaken and produced.

Academic Honesty is the principle that students' work is genuine and original, completed only with the assistance allowed according to the rules, policies and guidelines of the College. In

particular, the words, ideas, scholarship and intellectual property of others used in the work must be appropriately acknowledged. *Note that "work" above includes not only written material, but in addition any oral, numerical, audio, visual or other material submitted for assessment.*

Plagiarism and collusion are two common forms of academic dishonesty, and Imperial will regard these as acts of cheating. Students found committing acts of academic dishonesty are liable to be penalised. In order to avoid this, it is important that you reference all your sources diligently.

The penalties for academic misconduct can and will include some or all of the following;

- Disciplinary Procedures
- The awarding of a "not yet competent" grade for an assessment
- Suspension from the course
- Exclusion from Imperial

Student Code of Behaviour

The Student Code of Behaviour requires all students to respect and adhere to the following rights:

- ❖ The right to be treated fairly, with respect and without discrimination, regardless of religious or political beliefs, cultural background, race, ethnicity, gender, sexual orientation, marital status, age, disability or socio-economic status;
- ❖ The right to be free from all forms of intimidation;
- ❖ The right to work in a safe, clean, orderly and cooperative environment;
- ❖ The right to have personal property (including computer files and student work) and the Imperial property protected from damage or other misuse;
- ❖ The right to have any disputes settled in a fair and rational manner (this is accomplished by the Appeal Procedure);
- ❖ The right to work and learn in a supportive environment without interference from others;
- ❖ The right to express and share ideas and to ask questions; and
- ❖ The right to be treated with politeness and courteously at all times.

Consequences for non-compliance with the Student Code of Behaviour: The following procedure will be followed, and further steps will be undertaken depending upon the severity of breach:

- ❖ The Student Support Officer investigates the matter and collects the evidence;
- ❖ The involved parties are given counselling by the Student Support Officer and it is recorded in their folder;
- ❖ The issue is resolved in a win-win situation wherever possible; and
- ❖ In case of serious breach the issue is fully investigated and evidence collected; a student found guilty is dealt with by Administration Manager as per college policy and according to State/ Commonwealth law.

Personal Information

Participants are required to maintain up-to-date records of their personal contact details including residential address in both Victoria and in their home country, telephone numbers (local and in their home country) and personal e-mail addresses.

In the event of a change in personal contact details you are required by law to notify us within seven days, and provide your new contact details. We will update this information on the government's record-keeping system (PRISMS).

Use of Personal Details

Participants need to be aware that Australian Law, ESOS Act 2000 and the National Code, requires us to provide personal information about you to:

- ❖ Commonwealth agencies,
- ❖ State agencies, and
- ❖ secretary of TPS (Tuition protection scheme).

Imperial is also required, under Section 19 of the ESOS Act 2000, to inform the department about:

- ❖ changes to the participant's enrolment, and
- ❖ breaches of student visa conditions relating to unsatisfactory academic performance.

We are required to notify the Department of Education and Training (DET) within 30 days of accepting an international student, of details of each participant, including, as applicable:

- ❖ full name, gender, date of birth, nationality and country of birth;
- ❖ amount of money paid prior to confirmation of enrolment;
- ❖ whether premium has been paid for health insurance;
- ❖ an estimate of the total amount the participant is required to pay to undertake the course;
- ❖ visa details if the participant holds an Australian visa;
- ❖ the office where the participant's application for a student visa was (or is expected to be) made;
- ❖ the participant's passport number;
- ❖ results of English language proficiency tests taken;
- ❖ starting date and expected date of completion;
- ❖ termination of studies by an accepted participant before completion of the course; or
- ❖ changes to course or duration of study.

Dress Code

Students are required to dress in a manner that is neat and does not offend others. Skimpy clothing, beachwear, bike shorts, tight/crop tops, very short skirts and thongs are considered inappropriate. Teachers have the right to refuse a student permission to enter a classroom if they consider the student's dress to be inappropriate. It can be a good idea to start accumulating a work-appropriate wardrobe now. Think about all the time and money you will save at the end of your course when you have to attend all those job interviews!

Mobile Phones

Mobile phones must be switched off during classes and in corridors, because they are disruptive for both the teacher and your peers. Using mobile phones during classes is unacceptable.

Course Leave

In order to comply with the requirements of the ESOS Act, a student visa holder who requests Course leave must be reported to DHA. The Act requires that Course leave be granted on documented medical, compassionate, or exceptional grounds.

Copies of all supporting documentation must be held on file in cases where the leave is assessed as compliant with the conditions of the ESOS. If leave is assessed as non-compliant, students are advised that the granting of leave may result in the cancellation of their student visa.

Students who are issued non-compliant leave must not remain in Australia for the duration of their leave, and may be required to apply for a new student visa for their return to Australia. Imperial advises students to report to DHA prior to departing Australia in order to ensure that their visa is cancelled without prejudice. Students who are granted compliant leave are subject to DHA investigation, and may be granted permission by DHA to remain in Australia.

Course Discontinuation

Imperial is required to report to DHA any changes to student's enrolment status, including discontinuation from a course.

Early Completion

Imperial is required to report to DHA all student visa holders who finish one or more units earlier than the expected date of Course completion. Students who complete their Course of study early must either enrol in another CRICOS-registered Course or depart Australia immediately, unless they have received authorisation from the DHA to remain in Australia.

Contact Details

It is a condition of the student visa that students must inform Imperial of their current residential details and update Imperial of any change of address within seven days. Students must provide their current address and contact telephone number to Imperial. Imperial is required by law to maintain a record of a student's residential address so that they can be contacted when necessary. Imperial will confirm student contact details in writing at least once every six months.

Visa Extension

Students must submit an application for visa extension before their current visa expires. Visa extensions are subject to approval by the DHA. DHA requires students to make an appointment to lodge their application for visa extension and students should ensure that this is done approximately one month prior to their current visa expiry date.

Permission to Work

Students who are granted a student visa with work rights are limited to 20 hours per week while their Course is in session. Student work entitlements being measured as 40 hours per fortnight when the session is on. They may work full time during session breaks. Student visa holders found to be working in excess of their limited work rights are subject to mandatory visa cancellation. Students are eligible to work upon the commencement of their studies with Imperial.

Online Services at DHA's website

DHA regularly updates their website to provide the latest information and deliver student services online. Students will find that availing of some or all of these services, where available online, will save them time and enable DHA to provide a faster response.

Imperial recommends that students regularly check the DHA website, to remain up-to-date on visa rules and regulations. For further information, please visit <http://www.homeaffairs.gov.au>.

Visa Conditions

Participants who have been issued a Student Visa and are enrolled at Imperial as international students are subject to a number of special requirements as part of the conditions of the student visa.

Failure to comply with these requirements can lead to the cancellation of your visa, compelling you to leave Australia without receiving your qualification.

Therefore, please read these carefully and if you have any questions please contact a member of staff for assistance in understanding the requirements.

Breaches of Student Visa Conditions

Student visas are granted by the DHA on the basis of evidence that satisfies applicable assessment factors such as financial ability, English proficiency, likely compliance with visa conditions, etc.

In the event of a participant breaching their visa conditions relating to satisfactory academic progress, Imperial will contact the participant in writing, detailing particulars of the breach (es), and will

- ❖ advise the student of the need to see an officer within 20 days to explain the breach,
- ❖ ask the student to bring requisite photographic identification, and

Imperial is required to notify DET without delay if any of its students fail to meet the minimum academic performance standards.

Deferment, Suspension or Cancellation of Studies

This policy/procedure supports “Standard 9” of the National Code and SRT0’s 5.2. The following procedures will ensure Imperial follows the required process when a student wishes to defer, suspend, or cancel their enrolment with Imperial.

Students are able to initiate deferral or suspension of their studies only in certain limited circumstances as described below.

Students may also have their enrolment suspended due to misbehaviours which can also be grounds for cancellation of studies.

Students have the right to complaint and appeal a decision by Imperial to defer, suspend or cancel their studies.

Imperial may suspend or cancel a student's enrolment including, but not limited to, on the basis of:

- misbehaviour by the student
- the student's failure to pay an amount he or she was required to pay Imperial to undertake or continue the course as stated in the written agreement
- a breach of course progress or attendance requirements by the overseas student.

Retrospective Suspension or Deferment

Imperial will not authorise and report a deferment or suspension retrospectively unless there are unusual circumstances. This may include medical emergencies or any compelling and compassionate circumstances.

Student Deferral

A student wishing to defer an enrolment must do so prior to the commencement of the course. Students must complete an 'Application to defer, suspend or cancel enrolment' and submit to the Student Admissions Department.

All application for deferral documentation will be kept on the students file and DHA shall be notified via PRISMS of the decision to defer the enrolment under section 19 of the ESOS Act.

Student Suspension

Imperial is only able to temporarily suspend the enrolment of the student on the grounds of compassionate or compelling circumstances.

Compelling and Compassionate Circumstances which Imperial will consider are:

Those beyond the control of the student and they have an impact on the student's capacity and/or ability to progress through a course. These could include:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes
- Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- Major political upheaval or natural disaster in the home country requiring their emergency travel and this has impacted on their studies
- A traumatic experience which could include but is not limited to:
 - Involvement in or witnessing of an accident or
 - A crime committed against the student or
 - The student has been a witness to a crime
- And this has impacted on the student (these cases should be supported by police or psychologists' reports).

Students will be required to complete an 'Application to defer, suspend or cancel enrolment' in and submit to the Student Admissions. Students will also be required to provide evidence of the compassionate or compelling circumstances in their application. (I.e. a medical certificate or police report, etc.)

Students who would like to defer/suspend their studies must first speak to a staff member in the Student Admissions to gain an application form and to ensure they understand the reasons that deferment may be granted. An 'Application to defer, suspend or cancel enrolment' form must be completed which will need to be approved by the Director of Studies. This application to defer must include in detail the 'compassionate or compelling circumstances'.

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

DHA's policy is that if a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist). Please refer all questions about whether students may remain in Australia during a period of suspension of enrolment to DHA.

Students are to be informed in writing of the outcome of their application for deferral, suspension or cancellation and informed the need to seek advice from Immigration on the potential impact on his or her student visa.

All application documentation for the suspension will be kept on the students file and DHA shall be notified via PRISMS of the decision to suspend the enrolment as a result of the student's request change to the overseas student's enrolment under section 19 of the ESOS Act.

Student Cancellation

Students wishing to cancel their enrolment must complete an 'Application to defer, suspend or cancel enrolment' and submit to the Student Admissions.

Students wishing to cancel their enrolment prior to completing 6 months of study in their principle course must provide letter of offer from an alternative provider. This is required under Standard 7 of the National Code and further information can be gained from the 'Transfer between Providers Policy/Procedure'.

All application documentation for the cancellation will be kept on the students file and DHA shall be notified via PRISMS of the decision to cancel the enrolment as a result of the student's request change to the overseas student's enrolment under section 19 of the ESOS Act.

Student Misbehaviour

Imperial can choose to suspend a student's enrolment as long as it is in accordance with its documented procedures. Imperial informs the students, prior to enrolment, of the grounds on which their enrolment may be suspended or cancelled.

Imperial considers following actions by student as misbehaviour:

- Bullying other students and/or staff
- Harassment
- Damage to the Imperial property

- Theft
- Using vulgar language on campus
- Possession of drugs or firearms
- Wilfully disobeying college policies

Provider Cancellation

In some cases where the student's misconduct is severe, Imperial has the right to cancel the enrolment.

Where the Director of Studies has decided the misconduct is severe enough for cancellation the following must occur:

- The student must be informed in person (where possible), and in writing of the decision of Imperial to cancel the student's enrolment
- They must be informed of the fact they have the right to appeal the decision by accessing the relevant procedures and completing this appeal within 20 working days of the notification
- Students must also be informed that Imperial is obliged to inform DET/ DHA via PRISMS and that they will be at risk of having their Visa cancelled and must seek advice from Immigration on the potential impact on his or her student visa.

Complaints and Appeals

- If Imperial initiates a suspension or cancellation of the overseas student's enrolment, before imposing a suspension or cancellation Imperial must:
 - inform the overseas student of that intention and the reasons for doing so, in writing
 - advise the overseas student of their right to appeal through the Imperial's internal complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.
- If a student appeals against the decision to defer, suspend or cancel his/her studies, Imperial will not notify DET of a change to the enrolment status until the internal complaints and appeals process is complete.
- Imperial can suspend or cancel a student's enrolment prior to the completion of the internal appeals process if there are extenuating circumstances relating to the welfare of the students i.e. student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

Changing Education Providers, and Imperial Policy

This policy outlines the procedure that Imperial follows regarding the enrolment of students transferring from another provider. Imperial ensures compliance with the relevant rules and regulations. This policy is to be read in conjunction with the ESOS 2000 and the National Code Explanatory Guide 2018, Standard – 7.

Relevant Legislations

- ESOS ACT 2000
- Standard 7 of the National Code 2018
- AEI/ESOS/National Code Explanatory Guide/ Part D/Standard – 7.

Six Months – It's Meaning

Imperial's policy in determining the initial 6 months in a transferring student's course support the intent of Standard 7 which recognises overseas students as consumers and supports them to exercise choice, while acknowledging that they may also be a group that requires support to transition to study in Australia.

The first 6 months in a principal course will be calculated from the date the student starts the course; and

If a student has had a break in between his/her course, the period of break is not counted in the calculation of 6 months.

Procedure for Assessing Student Wishing to Transfer to Imperial

Imperial will follow the following procedure:

- The Admissions Officer receives an application from a student who is on-shore and who has indicated that they are currently studying at another provider.
- The Admissions officer will use PRISMS to decide if the student has completed 6 months of his/her principal course. The Admissions officer will also refer to the copy of the student's visa to ascertain the visa sub class to determine the sector of study and also the date of arrival of the student in the country
- If the students have completed 6 months of their principal course, then their application will be processed.
- If they have not, they will be asked to provide a valid enrolment offer from another registered provider. They can be provided with a "conditional" offer which will clearly state that an offer of a place is contingent on their obtaining a valid enrolment offer from another registered provider. If the student is in receipt of a Government scholarship, he/she should provide written support from the sponsoring government agreeing to the change which will stand in lieu of any letter of release.
- If no satisfactory valid enrolment offer from another registered provider is obtained from such students, the application process is halted and the student is informed that he/she is not eligible for transfer. However, the student can make another application on completion of 6 months in his/her principal course.

Conditions and Exceptions

Imperial will not knowingly accept student for enrolment who has not completed the first 6 months in his/her principal course except for conditions listed in Standard 7 of the National Code 2018:

- The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
- The releasing registered provider has agreed to the overseas student's release and

recorded the date of effect and reason for release in PRISMS;

- The original registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider;
- Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

Procedure for Assessing Application for Transfer from Imperial

Imperial will follow the below mentioned procedure to consider application for transfer requests prior to the overseas student completing six months of their principal course:

- Student makes a written request to the Administration Manager for transfer to another provider.
- The student must provide a valid enrolment offer from another registered provider.
- With these documents sighted, the Administration Manager will assess the transfer request considering the following questions:
 - the overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with Imperial's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements)
 - there is evidence of compassionate or compelling circumstances
 - Imperial fails to deliver the course as outlined in the written agreement
 - there is evidence that the overseas student's reasonable expectations about their current course are not being met
 - there is evidence that the overseas student was misled by Imperial or an education or migration agent regarding Imperial or its course and the course is therefore unsuitable to their needs and/or study objectives
 - an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.
- If the answers to the above are satisfactory and in accordance with policy, the release will be granted at no charge to the student. The student will also be advised of the need to contact Immigration to seek advice on whether a new student visa is required.
- The Admissions officer reports student's release and recorded the date of effect and reason for release in PRISMS.
- If any of the answers are unclear, they should be referred to the CEO, who will interview the student to gain a full understanding of the circumstances.
- The CEO will inform the Admissions Officer on the outcome of the interview, consequently either rejecting the application for transfer or approving it.
- The Admissions Officer will inform the student in writing of a negative outcome with reasons and student's right to access the Imperial's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.
- The above assessment procedure should not take more than 7 working days once the student has provided all the necessary documentation;
- Imperial will not finalise the student's refusal status in PRISMS until the appeal finds in favour of the registered provider, or the overseas student has chosen not to access the complaints

and appeals processes within the 20 working day period, or the overseas student withdraws from the process.

Grounds for Refusal

Imperial will refuse the issuance of a release letter if following exists:

- Transfer is detrimental (refer below) to the student;
- The student is under the restricted period;
- Transfer is being requested to avoid payment of fee; and
- Transfer is requested to avoid being reported to DHA on account of low attendance and unsatisfactory course progress before engaging with Imperial's intervention strategy to assist the overseas student in accordance with Standard 8.

Factors that may be considered to the student's detriment, but which should be considered in light of the student's individual circumstances and a broader range of factors, such as those outlined above, include:

- if the transfer may jeopardise the student's progression through a package of courses
- If the student has recently started studying the course and the full range of support services are yet to be provided or offered to the student and;

if the student is trying to avoid being reported to DHA for failure to meet the provider's attendance or course progress requirements.

Compelling and Compassionate Circumstances which Imperial will consider are:

Those beyond the control of the student and they have an impact on the student's capacity and/or ability to progress through a course. These could include:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes
- Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- Major political upheaval or natural disaster in the home country requiring their emergency travel and this has impacted on their studies
- A traumatic experience which could include but is not limited to:
 - Involvement in or witnessing of an accident or
 - A crime committed against the student or
 - The student has been a witness to a crime
- And this has impacted on the student (these cases should be supported by police or psychologists' reports).

Complaints and Appeals Policy

Imperial has a documented internal complaints and appeals policy together with procedures that cover the action to be taken in the event of a complaint or appeal, the required follow-up to the complaint or appeal, the recording of the complaint or appeal and the action taken.

Policy

Informal Process

Any international student with a question or complaint may raise the matter with staff of the Imperial and attempt an informal resolution of the question or complaint.

Questions or complaints dealt with in this way do not become part of the formal complaint process and will not be documented, recorded or reported on unless the Imperial staff member involved determines that the issue question or complaint was relevant to the wider operation of the Imperial. A diary entry in the SMS (student management system) is made though.

Students who are not satisfied with the outcome of the question or complaint are encouraged to register a formal complaint.

Formal Complaints

Students who are not satisfied with the outcome of the informal process, or, who want to register a formal complaint may do so. To register a formal complaint a student must complete the student complaint form and contact the Imperial Student Support Officer to arrange a meeting. At this meeting the complaint can be raised and a resolution attempted.

Imperial will respond to any complaint or appeal the overseas student makes regarding his or her dealings with Imperial, Imperial's education agents or any related party Imperial has an arrangement with to deliver the overseas student's course or related service.

At the stage of the complaint meeting, the complaint must be recorded in writing and signed and dated by the complainant and the Student Support Officer. The complaint is recorded in writing by completing the student complaint form prior to the meeting or a new document can be prepared and signed during the meeting.

- Each party to the complaint may be accompanied and assisted by a support person at any relevant meetings. The student will have an opportunity to formally present their case, in writing or in person.

The Student Support Officer will then attempt to resolve the complaint with the student and any other parties who may be involved. Assessment of complaint must commence within 10 working days of the complaint being lodged in writing and a maximum time of two weeks will be allowed for the resolution unless all parties agree in writing to extend this time. This period is called the resolution phase.

At the end of the resolution phase (two weeks or such other time as agreed to by all parties in writing) the Student Support Officer will report the Imperial decision to the student. The Imperial decision and reasons for the decision will be documented by the Director of Studies and placed in the students file with a written statement of the outcome including details and reasons for the decision.

Following the resolution phase the Imperial immediately advise the student of this and implement any decision and/or corrective and preventive action required from the complaint.

If a student is dissatisfied with the outcome of the formal complaint process then they may lodge an appeals process by completing the appeals form.

Internal Appeal Process

Internal appeals may arise from a number of sources including appeals against assessment, appeals against discipline actions and appeals against decisions arising from complaints. The essential nature of an appeal is that it is a request by a student to reconsider a decision made by the Imperial.

A student's enrolment must be maintained whilst an appeal is in progress and the outcome has not been determined.

The appeals process is initiated by a student completing the student appeals form.

The appeal resolution phase must commence within 10 working days of the internal appeal being lodged in writing.

A maximum time of 30 working days from the commencement of the appeal resolution phase will be allowed for the appeal resolution unless all parties agree in writing to extend this time.

After a student makes an internal appeal, Imperial will appoint a person or body to hear the appeal and propose a final resolution. This person or body must not be the same as any person or body that heard the original complaint.

Students appealing an assessment or RPL outcome will be given the opportunity for reassessment by a different assessor selected by the Imperial. Costs of reassessment will be met by the Imperial. The recorded outcome of the assessment appeal will be the most favourable result for the student from either the original assessment or the reassessment.

The outcome of the internal appeal and reasons for the outcome will be recorded in writing with a written statement of the outcome including details and reasons for the decision and signed and dated by the student and the Imperial and placed in the student file.

Following the internal appeals phase the Imperial immediately advise the student of this and implement any decision and/or corrective and preventive action required from the appeal.

There are no further avenues within the Imperial for complaints or appeals after the internal appeals process has been completed, however an external appeals process is available if the appellant doesn't agree with the decision.

If the overseas student is not successful in the Imperial's internal complaints handling and appeals process, Imperial will advise the overseas student within 10 working days of concluding the internal review of the overseas student's right to access an external complaints handling and appeals process at minimal or no cost.

External Appeal Process

The purpose of the external appeals process is to consider whether the Imperial has followed its student complaint and appeals procedure, not to make a decision in place of the Imperial. For example, if a student appeals against his or her subject results and goes through the Imperial internal appeals process, the external appeals process (if accessed) would look at the way in which the internal appeal was conducted; it would not make a determination as to what the subject result should be.

Overseas Students wishing to lodge an external appeal should contact the Overseas Student Ombudsman.

For contact details and information on how to make a complaint, please go to <http://www.oso.gov.au/making-a-complaint/>.

Frequently Asked Questions (FAQs) for overseas students/providers and other information about the Overseas Students Ombudsman are available at <http://www.oso.gov.au/frequently-asked-questions/>

Student Enrolment and Imperial Action

Until the complaints and appeals process is completed, Imperial must maintain the student's enrolment throughout the internal appeals process for all types of complaints or appeals. To 'maintain the student's enrolment' for international students means Imperial does not notify DHA of any change to the student's enrolment status through the Provider Registration and International Student Management System (PRISMS).

If the internal or any external complaints handling or appeal process results in a decision or recommendation in favour of the overseas student, Imperial must immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision, and advise the overseas student of that action.

Learning Support and Guidance

The Student Support Officer is available to support you and discuss any concerns you may have during your studies with us. Imperial's experienced student support staff are available to advise students in all aspects of student life. The Student Support Officer can help:

- ❖ with a personal/cultural problem, if you have stressful circumstances or emotional issues which interfere with your studies;
- ❖ if you are worried that you may have chosen a Course that may not suit your needs or aptitudes;
- ❖ with decision making, and mediating conflict or interpersonal communication problems;
- ❖ if you are encountering or worried about harassment or discrimination;
- ❖ with adjustment difficulties;
- ❖ with administrative problems or complaints; and
- ❖ with guidance on further career pathways and academic progress.

Personal Counselling Services

Personal counselling is available to all students and may take the form of advice or referral to other services. These services are provided in accordance with the organisation's code of

practice and confidentiality procedures. Personal counselling services include but are not restricted to:

- ❖ appeal/conflict resolution
- ❖ relationship issues
- ❖ stress and coping
- ❖ access and equity issues
- ❖ student welfare and support
- ❖ study skills
- ❖ referrals to other agencies/professionals

Post Course and Exit Counselling Services

These include assistance with job seeking, resume and interview skills, vocational advice and mentoring. Students are advised of this service towards the completion of their qualification or course.

Flexible Delivery and Assessment Procedures

Imperial recognises that not all participants learn in the same manner, and that with a degree of flexibility in Course delivery, participants who may not learn best with traditional learning and assessment methods, will achieve good results. Imperial will make any necessary adjustment to meet the needs of a variety of participants.

Difficulties with completing written assessments will not to be interpreted as a barrier to competency, provided that the participant can verbally demonstrate competency. These adjustments may include having someone read assessment materials to participants, and record a participant's spoken response to assessment questions. Imperial undertakes to assist participants achieve the required competency standards where it is within our ability.

Learning Support Strategies

Trainers at Imperial will employ a variety of learning support strategies, including:

- ❖ demonstrating procedures;
- ❖ ensuring individual support and advice to students;
- ❖ encouraging students to work at their own pace;
- ❖ where necessary, inviting students to record training sessions on audio tape; and
- ❖ providing written learning material and illustrations to reinforce learning.

Your trainers will:

- ❖ recognise the cultural diversity of all students;
- ❖ ensure fair and unbiased treatment of all students;
- ❖ encourage full participation and assist all students to achieve the course outcomes; and
- ❖ provide equal and equitable access to resources.

Additional Learning Support

Imperial has a detailed Assessment Policy and a Language, Literacy and Numeracy Support Policy. We endeavour to provide equitable assessments at all times. When planning assessments, we take into account the diverse needs of overseas students, including cultural differences, people from non-English speaking backgrounds and people with literacy and/or numeracy issues.

If there is a need for extra support, Imperial will provide the service, such as:

- ❖ English support in class: Imperial has staff with full English language qualifications and experience.
- ❖ One-on-one support: Trainers will provide more intensive tuition on a case-by-case basis.
- ❖ Library resources: The Imperial library, on our premises, will be available for students and trainers during office hours.
- ❖ Use of other institution library facilities. Imperial's agreements with libraries at other educational institutes will allow Imperial students and staff access to full library facilities.
- ❖ Referral of students with specific learning difficulties beyond Imperial's expertise to external agencies.

Further Study

Students are advised to consult with the training manager for further study options close to the completion of their vocational Course. The Australian Higher Education system is continuously changing to provide better opportunities for students.

As a policy of Imperial, we will be making arrangements with other higher education providers on an ongoing basis to provide our students with career pathways, should they wish to pursue further studies after successfully completing their studies at Imperial.

Student Welfare

Harassment and Discrimination Policy

We are required under Australian law to ensure that we provide a workplace and educational environment that is free from all forms of harassment and discrimination (including victimisation and bullying) so that staff and participants feel valued, respected and treated fairly.

We will ensure that our staff understand their roles and responsibilities in creating such a workplace, by a process of training, communication, and mentoring, and we will ensure all of our staff are aware of the processes and procedures for addressing any form of harassment or discrimination.

Staff and participants should be aware of the following definitions:

BULLYING is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period of time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

CONFIDENTIALITY refers to information kept in trust and divulged only to those who need to know and are authorised to view the information.

DISCRIMINATION is unfair or unequal treatment on the basis of membership in, or association with, a group or category of people. Equal opportunity laws prohibit discrimination on the basis

of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, and sexual orientation. Victimisation is also treated as another ground of discrimination.

HARASSMENT is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

RACIAL HARASSMENT occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocation of least favourable jobs, and singling out for unfair treatment.

SEXUAL HARASSMENT is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures; questions about a person's private or sexual life; requests for sexual favours; smutty jokes, phone calls, emails, facsimiles or messages; offensive noises; or displays of sexually graphic or suggestive material.

VICTIMISATION includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment may include adverse changes to the work environment, denial of access to resources or work, etc.

Specific principles

All staff and participants at Imperial have the right to work or study in an environment free of any form of harassment and discrimination. Imperial guarantees that:

- ❖ All reports of harassment and discrimination will be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated.
- ❖ When the management is informed of any harassment or discrimination, will take immediate and appropriate action to address it.
- ❖ In dealing with all complaints, the rights of all individuals will be respected and their confidentiality maintained.
- ❖ Wherever possible, all complaints will be resolved by a process of discussion, cooperation and conciliation. The aim is to achieve an acceptable outcome while minimising any potential damage to Imperial.
- ❖ Both parties named in the complaint (i.e. the person making the complaint as well as the person against whom the complaint has been made) will receive information, support and assistance in resolving the issue.
- ❖ Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation, should be victimised.

Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers. All staff and participants are expected to participate in the complaint resolution process in good faith. Frivolous or malicious complaints are strictly frowned upon.

Stress

Studying can be very rewarding but it can also be stressful. In order to minimise stress, consider adopting the following strategies:

- ❖ Organise your notes and handouts so they can be easily retrieved.
- ❖ Design a personal study timetable and use it! All subjects require work, in and out of class time.
- ❖ Manage your time so you can stick to your study timetable.
- ❖ Use this diary, clearly indicating when assignments are due, group meetings are scheduled and any other important dates.
- ❖ Start your assignments when you receive them. Don't leave them until the last minute.

If you are having difficulties with a particular class, see your instructor immediately for advice. If you feel that you are not able to manage your stress effectively please see the student services officer for help.

General Information

Lending Your Property

Students are advised not to lend any of their original work or textbooks to another student. If you are working in a group, and if the need to share your work arises, you should keep the original and make photocopies for sharing.

Always retain an electronic copy of your work and important details. No extensions on submission dates will be given to students who do not have their assignment because they have given it to another student or misplaced/lost their work.

Lost and Found

If you lose or find something inside the college building, please report it to the reception desk. Please mark your name on all articles you use in the classroom. If you lose traveller's cheques or credit cards, report it to the appropriate provider; you may also want to report it to the police. Provider contact details can be found in the phone book.

Security

The college takes every care to provide a secure study environment for its students and staff. Imperial students are strongly advised to keep personal and valuable items with them at all times when on the campus. The school is not liable for the loss of any personal property. If you have any concerns for your safety or personal belongings, please notify reception immediately.

Standards

Imperial's policies and management procedures are designed to maintain high professional standards in the marketing and delivery of vocational education and training services. Policies and procedures safeguard the interests and welfare of students. Imperial is committed to the success of students and maintains an environment conducive to learning. We have the capacity to deliver the nominated course(s), provide adequate facilities, and use appropriate methods and materials.

Feedback and Quality Improvement

Imperial collects statistical information regularly to monitor, maintain and achieve continuous improvement in the delivery of vocational education and training. The college values and welcomes constructive feedback from students and staff regarding improvements to existing educational and student services.

Feedback is used for evaluation through student surveys. Students will be asked to complete:

- a feedback survey on the day of orientation
- a feedback survey every three months
- a feedback survey on quality of training every three months
- a feedback survey on education agent

Imperial also has a complaint/suggestion/feedback box for students to provide feedback/complaint/suggestion at any time on the training and services provided by Imperial. Students of Imperial will also participate in the National Student Outcomes Survey managed by the National Centre for Vocational Education and Research (NCVER);

Graduation

A formal graduation ceremony will be held at the completion of your Course, during which diplomas and certificates are presented to graduating students. Celebratory drinks, food and conversation follow. All graduating students are encouraged to attend their graduation ceremony, and to invite family and friends to join in the celebration. This is our opportunity to wish you well in the future and say "Well done!"

ID Cards

Student ID cards are available from the reception and will be issued at the time of enrolment. This card is to be used in college when requested. You may avail of student discount rates at museums, cinemas, etc. upon presentation of your student ID. However, please note that Melbourne train, tram and bus transport concessions are not available to overseas students on a student visa.

Discipline

Imperial attempts to provide training and assessment services in a spirit of cooperation and mutual respect. If a trainer or staff member is unhappy or dissatisfied with the behaviour or performance of a participant the trainer has the authority to:

- ❖ warn the participant that their behaviour is unsuitable, or
- ❖ ask a participant to leave the class, without refund or transfer into another course, or
- ❖ immediately cancel the class.

Participants who wish to express a complaint in relation to the disciplinary action taken may do so in accordance with our complaints procedure, outlined below.

We expect that our staff will maintain a professional and ethical working relationship with all other staff, management and participants. Any breach of our disciplinary standards will be discussed with the trainer and the Director of Studies and the appropriate action will be taken.

Obligations under ESOS Act

The ESOS Act 2000 is Commonwealth Government legislation that ensures that providers of education and training are regulated in the delivery of education services to international

students. All providers and Courses available to international students are required to be registered with the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

The Act also specifies the obligations and restrictions that international students are required to observe for full compliance with the conditions of their student visa. Under the Act, education providers are required to monitor student compliance with these conditions, and report to the Department of Home Affairs (DHA).

Full-Time Study

Holders of a student visa can only be enrolled at Imperial in a full-time Course of study. Imperial defines normal full time enrolment as a minimum of 20 contact hours per week.

Part-Time Study

Part time study is only permitted during the final session of the course to complete the course requirements in case one or more units have to be repeated. Please note that credit granted for previous studies, and/or failing to meet pre-requisite requirements, do NOT exempt a student from the requirement of full-time enrolment. You must be enrolled full time regardless of the session you commence in. When applying for extensions that will involve part-time study, you must obtain a letter from Imperial confirming that your part-time enrolment has been approved for the specified term.

Distance Education

International students cannot enrol in distance education courses in Australia. Full-time study must be undertaken on campus, full-time. No more than one third of the units can be delivered by distance learning (in accordance with National Code 2018).

An exception may be made when participants enrolled in their final semester are required to repeat a unit of study. Participants are not typically permitted to repeat a unit more than once (exceptions may apply).

Legislative Requirements

Imperial is committed to complying with all relevant commonwealth state and territory legislation and regulatory requirements. This applies to all operations within the Imperial's scope of registration as listed on training.gov.au. Imperial maintains current copies of all legislation and regulatory requirements relevant to the scope of its registration and informs its staff and students of access procedures to relevant legislation and regulations that may impact on their duties and or training.

These legislations are continually being updated and our staff members are made aware of any changes to current legislations. Students can download current copies of legislations online at www.comlaw.gov.au and <http://www.parliament.vic.gov.au/legislation>. Links to these websites are also provided on the Imperial website.

Imperial has identified following commonwealth, state or territory legislation and regulatory requirements relevant to its operations:

Commonwealth Legislations:

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations 2015
- The National Code for Registration of Authorities and Providers of Education and Training to Overseas Participants 2018
- Education Services for Overseas Students Act 2000
- Education Services for Overseas Students (Assurance Fund Contributions) Act 2000
- Education Services for Overseas Students Regulations 2001
- Human Rights and Equal Opportunity Commission Act 1986
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Racial Hatred Act 1995
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act 1998 and National Privacy Principles (2001)
- Skilling Australia's Workforce Act 2005
- Skilling Australia's Workforce (Repeal and Transitional Provisions) Act 2005
- Occupational Health and Safety Act 2004

State Based Legislations (Victoria):

- Education and Training Reforms Act 2006
- Equal Opportunity Act 2010
- Child Employment Act 2003
- Disability Act 2006
- Disability Act 2006

Occupational Health and Safety Policy

The Victorian Occupational Health and Safety Act 2004 describes Imperial's responsibility to provide a safe and healthy working environment for all employees, and the employee's duty to take reasonable care for the health and safety of others within the workplace. This includes the provision of:

- ❖ a workplace that is safe to work in, with working procedures that are safe to use
- ❖ adequate staff training encompassing topics such as safe work procedures, infection control procedures and appropriate hygiene
- ❖ properly maintained facilities and equipment, including the provision of personal protective equipment such as gloves, eye protection and sharps containers
- ❖ a clean and suitably designed workplace, with safe storage of goods such as chemicals.

In order to maintain a safe working and learning environment, Imperial personnel are required to:

- ❖ implement procedures and practices in accordance with State and Local Government Health regulations
- ❖ store and dispose of waste according to health regulations

- ❖ clean walls, floor and working surfaces to meet health & safety standards without damage
- ❖ check all equipment for maintenance requirements
- ❖ refer equipment for repair as required
- ❖ store equipment safely
- ❖ identify fire hazards and take precautions to prevent fire
- ❖ use safe techniques for lifting and carrying
- ❖ ensure participant safety at all times
- ❖ follow procedures for operator safety
- ❖ identify and report all unsafe situations
- ❖ implement regular fire drills and provide first aid courses to all staff and participants
- ❖ display first aid and safety procedures for all staff and participants
- ❖ report any identified Occupational Health and Safety hazard to the appropriate staff.

Learners access to records Policy

Imperial will systematically collect, record and store records of each accepted student who is enrolled or who has paid any tuition fee. We define the systematic collection, recording and storage of records as:

- keeping record of enrolment (including residential address, mobile number and email, if any) , including letter of offer and student agreement
- keeping records of assessment results of unit of competency
- record of current residential address
- the amount of money paid by the student, including separate identification of tuition fees and non-tuition fees.
- records can be easily accessed by the learners;
- privacy of the learner is protected;
- information collected from and about learners meets the requirements of state and territory registering bodies;
- Imperial staff is aware of record collection, recording and storage responsibilities, and carry out these responsibilities effectively;
- Imperial will inform students via student handbook about the procedure of gaining access to their records of participation and progress and will not charge any fee from learners to access their own records.

Procedure

- Admission staff at Imperial will collect and record all the information as per the admission process and Section 21 of the ESOS Act (for international students) and ensure accurate data is entered in the student management system and student file
- Academic support (LLN etc) and/or admin support provided by Imperial staff is accurately documented and entered in student management system

- Accounts officer will record the amount of money paid by the student in SMS and PRISMS
- Training support officer will collect and record assessment results of unit of competency in student management system
- Students should complete and submit the following forms to gain access to their record of participation:
 - Application for award of course completion (after the course is completed i.e. all the units of competencies of the enrolled course are successfully achieved as Competent)
 - Application for record of participation (to gain access to current record of course progress). This information can also be accessed via the student portal.
 - Application for Re-issue of Award or Statement of Attainment (If the original Award or statement of attainment is misplaced or damaged). There is a fee of \$200 for this application
- Admin staff will process the above application(s) within two weeks, once all the outstanding fee are paid by the student
- Copies of the records of participation and progress will be filed in the student file and student management system is updated

Privacy

Information is collected on the written agreement and during your enrolment in order to meet the College obligations under the ESOS Act and the National Code 2018; and to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally.

The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018.

Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Scheme (TPS) Director and the Secretary

In other instances information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.

FEE SCHEDULE

Faculty of Telecommunication Engineering			
Course Code	Course Name	Duration (weeks)	Tuition fee
ICT51015	Diploma of Telecommunications Engineering	52	\$10,000
ICT60615	Advanced Diploma of Telecommunications Network Engineering	26	\$5,500
ICT80415	Graduate Diploma of Telecommunications Network Engineering	52	\$10,000
Faculty of Business and Management			
BSB40215	Certificate IV in Business	52	\$8,000
BSB50215	Diploma of Business	52	\$8,000
BSB40515	Certificate IV in Business Administration	26	\$4,000
BSB51915	Diploma of Leadership and Management	52	\$8,000
BSB61015	Advanced Diploma of Leadership and Management	52	\$8,000
Faculty of Information Technology			
ICT30115	Certificate III in Information, Digital Media and Technology	40	\$7,500
ICT40415	Certificate IV in Information Technology Networking	52	\$11,000
ICT50415	Diploma of Information Technology Networking	52	\$11,000
ICT60215	Advanced Diploma of Network Security	40	\$5,500
Faculty of Hospitality Management			
SIT30816	Certificate III in Commercial Cookery	52	\$10,000
SIT40516	Certificate IV in Commercial Cookery	76	\$13,750
SIT50416	Diploma of Hospitality Management	100	\$17,500
SIT60316	Advanced Diploma of Hospitality Management	126	\$20,000

Other Fee and Charges

Fee Type	Amount	
Admission Fee	\$250.00	
Admin charge	\$250.00	Charged only when there is a revision required after CoE is issued (eg: Change of intake/Change of course)
Administration and processing fee	\$500.00	Charged only in case of refunds
OSHC - Single	\$408.00	Applicable only if the cover is for 12 months
OSHC - Family	\$3,501.00	Applicable only if the cover is for 12 months
RPL	Price on application	
Reissuing testamurs/statements of attainment	\$200.00	
Reissue of student ID card	\$25.00	
Credit card payment(s)	2% of the amount payable	
Fine - non-payment of fee	\$50/per week	
Re-sitting Fee - Theory	\$50.00	
Re-sitting Fee - Practical	\$100.00	
Re-sitting Fee - Full Unit	\$200.00	
Reassessment(in case of 3rd attempt)	\$50.00	
Resources – Hospitality (including commercial cookery tool kit, uniform and course material)	\$1,500.00	

Resources – Business (including course material)	\$500.00	
Resources - IT and Telecommunications (including laptop and course material)	\$1,200.00	

* Overseas student Health cover (OSHC) (These prices are determined by the Insurance Provider and may be subject to change at any time)

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The ESOS framework – providing quality education and protecting your rights

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the *Education Services for Overseas Students (ESOS) Act 2000* and the *National Code 2018*.

Protection for overseas students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.education.gov.au>. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course – including its location – match the information on CRICOS.

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. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.
- 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.

The Tuition Protection Service (TPS) is a placement and refund service for international students, which is activated in the event that your provider is unable to teach your course. Visit the TPS website for more information, at www.tps.gov.au.

The ESOS framework sets out the standards Australian providers offering education and training services to overseas students must meet. These standards cover a range of information you have a right to know and services that must be offered to you, 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
- a complaints and appeals process.

One of the standards does not allow another provider to enrol a student who wants to transfer to another course but who has not completed six months of the final course of study in Australia. If you want to transfer before you have completed six months of your final course you need your provider's permission.

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 if you change your address
- maintain satisfactory course progress
- if attendance is recorded for your course, follow your provider's attendance policy, and
- if you are under 18, maintain your approved accommodation, support and general welfare arrangements.

Contact details

Who?	Why?	How?
Your provider	For policies and procedures that affect you	<ul style="list-style-type: none">• Speak with your provider• Go to your provider's website
Department of Education and Training (DET)	For your ESOS rights and responsibilities	<ul style="list-style-type: none">• www.education.gov.au• ESOS Helpline +61 2 6240 5069
Department of Home Affairs (DHA)	For visa matters	<ul style="list-style-type: none">• www.homeaffairs.gov.au• Phone 131 881 in Australia• Contact the DHA office in your country