



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 careers by attaining their educational goals.

Imperial was established in 2007 and has developed a range of courses in Hospitality, Information Technology, Business and Management.

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 are 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 making our students leaders in their chosen professions.

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 deliver 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 the 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 its students with the highest quality education, regardless 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 various suburbs.

In addition to its main campus, Imperial conducts the practicum component of 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 Carnish Road, South Oakleigh.

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

Contact Information

Tel: +61 3 9417 4777

Email: info@imperial.edu.au

Web: www.imperial.edu.au

Emergency Contacts (24 hrs)

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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).

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

Faculty of Information Technology	CRICOS CODE
(ICT30120) Certificate III in Information Technology	109122G
(ICT40120) Certificate IV in Information Technology	109123F
(ICT50220) Diploma of Information Technology	109126C
Faculty of Business & Management	CRICOS CODE
(BSB40120) Certificate IV in Business	106192F
(BSB50420) Diploma of Leadership and Management	104181C
(BSB60420) Advanced Diploma of Leadership and Management	106191G
(BSB80120) Graduate Diploma of Management (Learning)	112563M
Faculty of Hospitality	CRICOS CODE
(SIT30821) Certificate III in Commercial Cookery	109796J
(SIT40521) Certificate IV in Kitchen Management	109667G
(SIT50422) Diploma of Hospitality Management	112352M
(SIT60322) Advanced Diploma of Hospitality Management	112353K

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 has an 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. 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.

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

For more information on Melbourne's many attractions, 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. In addition, Melbourne has many 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. In addition, 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. The bus stop is 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. You must carry a certified translation if the International Permit or Licence is not in English.

Victoria has stringent 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 you may lose your licence if the police catch you.

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 by calling the taxi service provider and giving them your pick-up address.

Victoria also has speed limits that all drivers must follow. You must not exceed 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 huge country, and getting lost can be very easy. 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 to check if there are any road rules in Australia that you are unfamiliar 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. Staying with your car provides shelter against rain or Australia's harsh sun.

If renting a car, ensure 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. Still, we strongly recommend that you have car insurance. In addition, you should have Third Party or Comprehensive insurance in case of an accident.

Public Holidays in Victoria

Please refer to the below link for official Public Holidays in Victoria for each year

<https://www.business.vic.gov.au/victorian-public-holidays-and-daylight-saving/victorian-public-holidays>

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, so we must watch how we use water. Please do not leave a tap running while brushing your teeth or washing the dishes, and limit showers to 3-4 minutes. It is essential 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

Opening a bank account is a good idea when arriving in Melbourne. When you go to the bank, you must take 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 and pay for your airfare (including return), course tuition fees, overseas student health cover (OSHC) and all general expenses during your stay in Australia.

The Department of Home Affairs has financial requirements you must meet to receive a student visa. Below is a guide on the requirements you must meet to study in Australia:

- For students or guardians - AUD\$21,041
- For partners coming with you - AUD\$7,362
- For a child coming with you - AUD\$3,152

Tuition fees are not included. Gas and electricity costs are higher in winter because heating is necessary.

If you need further individual help, visit Student Support Services at Imperial or visit Study in Australia website at <http://www.studyinaustralia.gov.au/global/live-in-australia/living-costs>

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 one week. This is hotel-style accommodation at AUD \$100-\$120 per night.

Homestay 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 the cost will vary accordingly, usually at \$150 to \$200 AUD per week.

Homestay 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 homestay 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 a 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. The 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. The 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) before signing a lease agreement. The cost is usually \$150 to \$300 AUD per week.

Several real estate agencies service the campus area. They are easily contactable in person, 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 delivering 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 provides 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 is entered into or before 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 the registration currency.
- 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 concerning all personal records of students.
- Access for staff and students to their records.

Course delivery

Imperial will:

- Arrange an orientation program for new students, before 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 before course delivery to use and, if required, customise courses;
- Ensure that all courses in the Scope of Registration listed on the national register at www.training.gov.au remain accredited.

Staff

Training and assessment are 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 conform to 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 are 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

Suppose the testamur or statement of attainment is misplaced or damaged. In that case, 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.'

The process of re-issuing qualifications is mentioned below:

- The cost for a certified copy of the original award document is \$200.00, which will 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 the registering authority recognises courses other than those within the Scope of Registration;
- ❖ recruit students at all times ethically and responsibly consistent with the requirements of courses; and
- ❖ ensure that application and selection processes are explicit and defensible and that 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 of 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 mobility levels and physical and intellectual capacities.
- ❖ 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 enable 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 must always comply with access and equity requirements.

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. Imperial processes the completed Application for Enrolment, and the application is 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. However, completion of the Application for Enrolment does not imply that Imperial will make an offer to the student.

Procedure

The Admissions Officer will follow the following step-by-step process once the completed application along with all supporting documents is received either from the applicant directly or from their education agent:

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

Applicants wishing to accept the offer must pay the fee requested in the letter of offer. Once Imperial receives the fee along with the 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 issuing 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. A soft copy of the eCOE is saved on Imperial drive and the student management system updated
4. The 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 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 the Department of Home Affairs. Further information is available on www.border.gov.au

Imperial accepts the results from the 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
An overall band score of 5.5	46	42

Applicants whose English results fall below the above score will need to enrol in an English Language Intensive Course for Overseas Students (ELICOS) if evidence of an English test is required. Arrangements will be made for the student to complete the ELICOS course with one 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. Under government policy, students with disabilities are fully encouraged to participate in training. *Specific entry requirements for each course are listed in our website's individual course information and 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 to be 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 allowed to learn based on their 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 accommodate participants with language, literacy or numeracy difficulties. However,

suppose we cannot meet the participant's specific needs. In that case, we will refer the participant to an external support provider.

PROCEDURE

Needs Identification

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

For **International students**, the college conducts an LLN assessment test for every student.

The purpose of the enrolment form is to obtain 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 LLN assessment test aims to confirm language, literacy and numeracy skills to determine support services.

The average participant will complete these tests in the times allocated below

- Basic - ACSF level 3 takes an average of 30 minutes to complete.
- Advanced - This quiz goes to ACSF level 4 and takes an average of 1 hour to complete.

Note: LLN Robot advises that the advanced quiz responds to how an individual answers the questions. The quiz moves on to more complex questions if the answers are correct. Suppose there are more incorrect answers—the quiz moves to easier (lower level) questions. The advanced version of the quiz contains more questions. It will take longer to complete if the individual's answers are correct. If the individual has more incorrect responses, they will not get to the more difficult questions, and the quiz completion time will be similar to the standard version.

Based on these averages, we set the participants with a time allocation for the test. We observe the participants for any signs of difficulty in completing the test. If students take considerably longer, this may indicate that a new test should be conducted or that the student is struggling. So this will be taken into account in determining their support plans. This will be determined by the LLN assessor based on the number of questions attempted and answered correctly.

This test aims to ensure that Imperial uses an evidence-based approach to confirm our participants' learning needs before the training's commencement. For example, suppose we can identify any participant with special needs. In that case, we can then ensure that we modify our learning and assessment strategies to accommodate their needs.

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 concerning 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 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 about participants gathered during needs identification, training, and evaluation will remain confidential. However, 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 (including class contact time, assessments, 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 trainer supervises a participant. 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.

Minimum Age

In general, we do not accept international participants under the age of 18 years before the commencement of the course. However, if we accept a student who is below 18 years, we will comply with all current and future legislation concerning working with children such as 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. Therefore, we will update this information in the participant records in government record-keeping systems (PRISMS).

School-Aged Dependants

Suppose you are bringing children between five and 18 years old with you to Australia under a dependent student visa as part of the condition of this visa. In that case, they will be required to attend school full-time. You need to be aware of schooling obligations and options for school-aged children. 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 dependents are not student visa holders.

Orientation

All participants must attend and participate in the orientation program organised by Imperial before 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 the 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. In addition, you will learn about the work-based training and practical placement course and the qualifications issued upon successful completion.

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

Documentation and information to be provided at the orientation include:

- 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 studying 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 are 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 a 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 usual amount of time
- Information regarding adjusting to life in Australia

Overseas Student Health Cover

Overseas Student Health Cover (OSHC) is insurance that covers medical and hospital care costs for international students in Australia. OSHC will also pay for most prescription drugs and emergency ambulance transport.

Suppose you are an international student studying in Australia. In that case, 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 coverage.

We can arrange the cover for you by producing a completed application form and a bank draft or bank cheque payable to the insurance provider. The participant will then be issued a membership

card upon processing 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 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 an 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 fees, OSHC fees, resources, student kits or material fees.

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
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Business courses (course material)	\$500.00
IT courses (Including course material and Laptop)	\$1200.00

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 before 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, a package of courses means that CoE “Fees” only means tuition fees, not a third party or ancillary fees such as admission fees, OSHC fees or resources fees. 	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, a package of courses means that CoE “Fees” only mean tuition fees, not third-party or ancillary fees.
1. If an intending overseas student is not granted a student visa from the 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 will be refunded in advance, 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 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 withdrawal more than 14 days but less 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 15% of the fees paid in advance by the student for each course in the “package of courses” minus an administration and processing charge of AUD\$500.00.
<ul style="list-style-type: none"> 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 the 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 the 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. Suppose the Credit Transfer allows shortening of the duration of a specific course in the “package of courses”. In that case, 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 DHA does not grant their application for an extension of visa	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. The 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. However, suppose the student does not return or commence on the agreed date without Imperial's approval. In that case, 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: 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. A full refund of unused fees is 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 written in writing on the Application for Refund Form; the reasons for the refund must be included in the application, accompanied by supporting documents as appropriate, and 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.
- Refunds 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, do 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 the student claim with the required documentary evidence.

Appeals

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

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

Responsibility

The Administration Manager is responsible for processing the refund claims and providing the student details and fee status to the CEO for effective implementation and maintenance of this procedure.

The CEO is responsible for making a final decision about all the refund claims. In addition, the CEO is responsible for effectively implementing and maintaining 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 the 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 before lodging the application.

Students can enter a qualification without completing earlier or 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 be granted where it can be established that the student has 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. In addition, students who have completed a qualification, or components/competencies of a qualification that comes within the Australian Qualifications Framework or other qualifications deemed acceptable to Imperial, may apply under this same process to have that recognised under Course Credit.

Exemptions apply only to the course the student is enrolled in when the app applies for exemptions. If a student changes courses, exemptions granted will be reassessed to ensure 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. Suppose the course credit is granted after the student visa is granted. In that case, 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, all participants are expected to 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 apply not only to the study conducted in the theory and practical classrooms but also to the work-based training and practical placement, which is an integral part of completing 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 student enrolment and course progress matters are recorded on the student's file. Our Course Monitoring Policy will be discussed during the orientation Course.

Illness

If you feel unwell during class, notify your teacher and report to reception. An appointment with a doctor or dentist can be arranged for you. Suppose you fall sick while living with people. In that case, you must inform your host family (in the case of homestay arrangements) or flat/housemates. Students who cannot 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.

Suppose you are absent due to an illness. In that case, 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 if 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 completed to compensate for the absence. The student must cooperate with Imperial to arrange additional lessons to compensate for missed classes. Suppose you are unable to attend classes due to extenuating personal circumstances. In that case, you need 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 carefully considering 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 the course of study suspension.

Plagiarism and Cheating

Imperial's role is to create, preserve, transmit and apply knowledge through teaching, research, creative works and other forms of training. The college requires all students to act honestly, ethically, and with integrity in dealing with the college, its employees, members of the public and other students and to provide a systemic approach to the treatment of plagiarism in the student's work at The Imperial College of Australia. The policy is intended to promote honesty in training and assessment and respect for the work of others.

Hence the purpose of this Policy and Procedure is to:

1. Set out the principles underpinning the College's approach to course honesty;
2. Identify individual responsibilities for promoting the principles of course honesty; and
3. Prescribe a transparent process for handling allegations of course dishonesty and plagiarism by students enrolled in the award and non-award courses.

Course Honesty is the principle that students' work is genuine and original, completed only with the assistance allowed according to the College's rules, policies and guidelines. In particular, the words, ideas, scholarship and intellectual property of others used in work must be appropriately acknowledged. *Note that "work" above includes written material and any oral, numerical, audio, visual or other material submitted for assessment.*

Course dishonesty includes plagiarism, collusion, the fabrication or deliberate misrepresentation of data, and failure to adhere to the rules regarding examinations in such a way as to gain an unfair course advantage.

More general forms of dishonesty, not directly related to the course or scholarly activity, are not covered by this policy.

Cheating means the breach of rules regarding formal examinations or dishonest practice in informal examinations, tests or other assessments. Examples include using prohibited material or equipment for an unfair advantage and consultation with other persons during the assessment where this is prohibited.

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

Fabrication is the representation of data, observation or other research activity as genuine, comprehensive and/or original when it is not. This includes inventing the data, using data gathered by other researchers without acknowledgment, or wilfully omitting data to obtain desired results.

Originality For the purposes of this Code, "original" work is work that is genuinely produced by the student specifically for the particular assessment task.

Plagiarism is copying, paraphrasing or summarising, without appropriate acknowledgement, another person's words, ideas, scholarship and intellectual property. This remains plagiarism whether or not it is with the knowledge or consent of that other person. Plagiarism has also occurred when direct use of others' words is not indicated, for example, by inverted commas or indentation, in addition to appropriate citation of the source.

Each student is responsible for ensuring they are fully informed about methods of acknowledgement appropriate to any piece of assessable work they submit.

Intentional Plagiarism: plagiarism is associated with intent to deceive.

Unintentional Plagiarism: plagiarism is associated with a lack of understanding of plagiarism or a lack of skill in referencing/acknowledging others' work (still a breach of this Policy).

Recycling is the submission for assessment of works that, wholly or in large part, has been previously presented by the same student for another assessment, either at the Imperial or elsewhere. In some cases, lecturers will specifically allow this practice. However, suppose no specific provision to the contrary is made. In that case, submitting work for assessment a second or subsequent time constitutes a breach of this policy.

Student means any person who is or was enrolled in or seeking enrolment in a course or course offered by the College.

Understanding Plagiarism

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 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.

Information to be provided to students and staff

- Students will be provided with, and have access to, information about plagiarism and how to avoid plagiarism via the Student Handbook. In addition, a copy of the policy is available at the college reception.
- Staff will be provided with, and have access to, information about plagiarism and how to detect plagiarism via the staff handbook. In addition, a copy of the policy is available at the college reception.

Unintentional Plagiarism or course dishonesty

The staff member who suspects an instance of plagiarism will report the matter to the Academic Manager. Should the Academic Manager have reasonable grounds to find that plagiarism or course dishonesty was not intentional, a decision will be made within five working days as to the course of action to be taken.

Possible actions are:

- warn the student and assess the unit without penalty; or
- warn the student, request resubmission, and assess the unit without penalty

Warnings and outcomes must be communicated in writing to the student and recorded in the student management system. A standard warning letter will be sent to the student in such instances. Students will be advised (in the letters) that copies of the letter will be retained on the plagiarism and cheating register.

The student will also be counselled on the process of referencing/acknowledging others' work.

Intentional Plagiarism or course dishonesty

The staff member who suspects an instance of plagiarism will report the matter to the Academic Manager. Before the Academic Manager determines that cheating through intentional plagiarism or course dishonesty has occurred, they must consider the student's response (if any) to the

allegation. For example, suppose the Academic Manager has delegated a nominee the task of giving the student a hearing. In that case, the Academic Manager must ensure that they have a full and accurate record of the student's response.

Suppose the student fails to respond to an accusation of intentional plagiarism or cannot convince the Academic Manager that the plagiarism was unintentional. In that case, the Academic Manager will disallow the work or report the matter to the CEO, who will finalise the plagiarism and course dishonesty within five working days and communicate the decision to the student.

Possible actions are:

- warn the student and assess the unit with penalty; or
- warn the student, request resubmission, and assess the unit without penalty

The penalties for course 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

Plagiarism & Cheating Register

A register will be maintained to record:

- warnings that have been given to students about plagiarism, even where no formal action has been taken or penalty applied;
- penalties applied and the nature of those penalties.

Records regarding a student's involvement in alleged plagiarism will be retained six months after the course completion.

The register will be accessible only to staff authorised by the CEO. However, students concerned will have access to their details in the register where requested.

To minimise the incidence of plagiarism, students are required to submit an Assessment Cover Sheet which should contain the following declaration:

"By submitting this assessment to the college, I declare that this assessment task is original and has not been copied or taken from another source except where this work has been correctly acknowledged. In addition, I have made a photocopy or electronic copy of my assessment task, which I can produce if the original is lost."

Responsibilities of students

It is the responsibility of each student to ensure that:

- they are familiar with the expectations for course honesty both in general and in the specific context of particular disciplines or courses
- work submitted for assessment is genuine and original
- appropriate acknowledgement and citation are given to the work of others
- they do not knowingly assist other students.

Responsibilities of Imperial Staff

It is the responsibility of individual training staff teaching, assessing or coordinating a course to:

- Provide information that enables all students taking the course to become aware of this policy
- Provide information that enables all students taking the course to become aware of the expectations for course honesty within the course and the potential consequences of breaches of this policy
- The trainer/assessor will ensure that student work is not plagiarised. Trainers must check every work submitted by the student for potential plagiarism.
- The faculty coordinator will sample the marked assessments regularly to ensure that the trainer/assessor has followed this policy.
- Where an increased number of plagiarism is identified in a unit of competency, assessment criteria must be revised at the validation meeting.
- The trainer/assessor will check the authenticity of student work by testing student work for plagiarism. For that assessor, Plagiarismcheck online software
- Take account of the diverse educational backgrounds of students, including some who will be quite unfamiliar with the normal expectations for course honesty. For example, students should be directed to appropriate sources of support and guidance to amplify the course's explanations about course honesty
- Make regular attempts to detect course dishonesty in work submitted by students
- Apply penalties in accordance with this policy where breaches occur

Review by an Independent person

Imperial will engage a suitably qualified independent person (who has the training and assessment qualification or assessor skill set, at least to the level being reviewed) every six months to review a representative sample of students, as reasonably determined by the independent person, to:

1. conduct checks of student work to ensure it is not plagiarised from other students or any other source;
 2. invigilate a representative sample of student assessments to ensure cheating is not occurring; and
 3. through any other appropriate method, determine that the work of an individual learner, being a student is, in fact, the work of that learner;
- ii. the independent person must produce a report with their findings and any recommendations,

iii. Academic Manager and CEO will act on any recommendations given by the independent person in those reports within 30 calendar days of any such recommendations being made;

Right to Appeal

A student has the right to appeal the penalty imposed if they believe the decision maker has not considered his/her views with good sense or reasonably or intelligently. Students can meet the Student Support Officer to fill out an "Appeal form". Students will be given a second chance to address his/ her concerns with the CEO or Director of Studies at Imperial with-in a week of submission of the "Appeal Form".

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 misuse;
- ❖ The right to have any disputes settled fairly and rationally (the Appeal Procedure accomplishes this);
- ❖ The right to work and learn in a supportive environment without interference from others;
- ❖ The right to express and share ideas and 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 the breach:

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

Personal Information

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

In case 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 require us to provide personal information about ourselves 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 the details of each participant, including, as applicable:

- ❖ full name, gender, date of birth, nationality and country of birth;
- ❖ amount of money paid before 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 to date of completion;
- ❖ termination of studies by an accepted participant before completion of the course; or
- ❖ changes to the course or duration of the study.

Dress Code

Students are required to dress in a neat manner that does not offend others. Skimpy clothing, beachwear, bike shorts, tight/crop tops, very short skirts and thongs are considered inappropriate clothing. 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

To comply with the requirements of the ESOS Act, a student visa holder who requests Course leave must be reported to DHA. In addition, 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 before departing Australia to ensure 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 must report to DHA any changes to a student's enrolment status, including discontinuation from a course.

Early Completion

Imperial must report to DHA all student visa holders who finish one or more units earlier than the expected course completion date. 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 they can be contacted when necessary. Imperial will confirm student contact details in writing at least once every six months.

Visa Extension

Students must apply for a 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 before their current visa expiry date.

Permission to Work

Students granted a student visa with work rights are limited to 20 hours per week while their Course is in session. Student work entitlements are measured as 40 hours per fortnight during the session. They may work full time during session breaks. Student visa holders found to be working over 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 several special requirements as part of the student visa conditions.

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 get in touch with a staff member for assistance in understanding the requirements.

Breaches of Student Visa Conditions

The DHA grants student visas based on evidence that satisfies 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 must notify DET without delay if 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 students wish to defer, suspend, or cancel their enrolment with Imperial.

Students can initiate deferral or suspension of their studies only in certain circumstances, as described below.

Students may also have their enrolment suspended due to misbehaviours that are grounds for cancellation of their studies.

Students have the right to complain and appeal Imperial's decision to defer, suspend or cancel their studies.

Imperial may suspend or cancel a student’s enrolment, including, but not limited to, 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 before the commencement of the course. Students must complete an 'Application to defer, suspend or cancel enrolment' and submit it to the Student Admissions Department.

All applications for deferral documentation will be kept on the student's file. The DHA shall be notified via PRISMS of the decision to defer the enrolment under section 19 of the ESOS Act.

Student Suspension

Imperial can only temporarily suspend the student's enrolment because of compassionate or compelling circumstances.

Compelling and Compassionate Circumstances which Imperial will consider are:

Those beyond the student's control 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 disasters in the home country require their emergency travel, and this has impacted their studies
- A traumatic experience could include but is not limited to:
 - Involvement in or witnessing an accident or
 - A crime committed against the student or
 - The student has been a witness to a crime
- And this has impacted the student (police or psychologists' reports should support these cases).

Students must complete an 'Application to defer, suspend or cancel enrolment' and submit it to the Student Admissions. Students will also be required to provide evidence of their application's compassionate or compelling circumstances. (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 Student Admissions to obtain an application form and to ensure they understand why 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. This deferment application must include in detail the 'compassionate or compelling circumstances'.

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

DHA's policy is that if a student's enrolment is suspended for 28 days or longer, the student must return home (unless special circumstances exist). Therefore, do refer to all questions

about whether students may remain in Australia during a period of suspension of enrolment to the DHA.

Students are to be informed in writing of the outcome of their application for deferral, suspension or cancellation and informed of 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 student's file. In addition, the DHA shall be notified via PRISMS of the decision to suspend the enrolment due to the student's request to 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 it to the Student Admissions.

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

All application documentation for the cancellation will be kept on the student's file. In addition, DHA shall be notified via PRISMS of the decision to cancel the enrolment due to the student's request to 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 following its documented procedures. Imperial informs the students, before enrolment, of the grounds on which their enrolment may be suspended or cancelled.

Imperial considers the following actions by a 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 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 that 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 that they will be at risk of having their Visa cancelled and must seek advice from Immigration on the potential impact on their 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 their 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 before 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 well-being 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. In addition, Imperial ensures compliance with the relevant rules and regulations. This policy will 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 six months in a transferring student's course supports 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 six months in a principal course will be calculated from the date the student starts the course; and

If a student has had a break between their course, the break period 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 has indicated that they are currently studying at another provider.
- The Admissions officer will use PRISMS to decide if the student has completed six months of their 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 six 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. In addition, 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. Suppose the student is in receipt of a Government scholarship. In that case, he/she should provide written support from the sponsoring government agreeing to the change, which will stand instead of any letter of release.
- Suppose no acceptable valid enrolment offer from another registered provider is obtained from such students. In that case, 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 after completing six months in their principal course.

Conditions and Exceptions

Imperial will not knowingly accept the student for enrolment who has not completed the first six months in their 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 student government sponsor 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 an application for transfer requests before the overseas student completes six months of their principal course:

- The 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 by 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 to contact Immigration to seek advice on whether a new student visa is required.
- The Admissions officer reports the student's release and records 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 understand the circumstances fully.
- The CEO will inform the Admissions Officer of 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 the 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 seven 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, 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 the following exists:

- The transfer is detrimental (refer below) to the student;
- The student is under a restricted period;
- The transfer is being requested to avoid payment of the fee; and

- The transfer is requested to avoid being reported to DHA because 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 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 student's control 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 disasters in the home country require their emergency travel, and this has impacted their studies
- A traumatic experience could include but is not limited to:
 - Involvement in or witnessing an accident or
 - A crime committed against the student or
 - The student has been a witness to a crime
- And this has impacted the student (police or psychologists' reports should support these cases).

Complaints and Appeals Policy

Imperial has a documented internal complaints and appeals policy and 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 the 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. However, a diary entry in the SMS (student management system) must be made.

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 unsatisfied with the outcome of the informal process or 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. The complaint can be raised at this meeting, and a resolution can be 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 before 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 relevant meetings. In addition, 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 the complaint must commence within ten working days of the complaint being lodged in writing. A maximum time of two weeks will be allowed for the resolution unless all parties agree to extend this time in writing. This period is called the resolution phase.

At the end of the resolution phase (two weeks or 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 and placed in the student's file with a written statement of the outcome, including details and reasons for the decision.

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

Suppose a student is dissatisfied with the outcome of the formal complaint process. In that case, they may lodge an appeals process by completing the appeals form.

Internal Appeal Process

Internal appeals may arise from many sources, including appeals against assessment, appeals against disciplinary actions and appeals against decisions arising from complaints. However, 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 ten 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. The Imperial will meet the costs of reassessment. 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 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 advises the student of this and implements 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.

Suppose the overseas student is unsuccessful in Imperial's internal complaints handling and appeals process. In that case, Imperial will advise the overseas student within ten working days of concluding the internal review of the overseas student's right to access 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. So, 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 how the internal appeal was conducted; it would not decide 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 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).

Suppose the internal or external complaints handling or appeal process results in a decision or recommendation in favour of the overseas student. In that case, 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 other career pathways and academic progress.

Personal Counselling Services

Personal counselling is available to all students and may take 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 completing their qualification or course.

Flexible Delivery and Assessment Procedures

Imperial understands 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. Therefore, Imperial will make any necessary adjustments to meet the needs of various participants.

Difficulties with completing written assessments will not be interpreted as a barrier to competency, provided the participant can verbally demonstrate competency. These adjustments may include having someone read assessment materials to participants and recording a participant's spoken response to assessment questions. Imperial undertakes to assist participants in achieving 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 in achieving 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 consider 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.

- ❖ Referring 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 completing their vocational Course. The Australian Higher Education system is continuously changing to provide better opportunities for students.

As a matter of policy, Imperial will make 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 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 free from 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 through a process of training, communication, and mentoring. In addition, we will ensure all our staff are aware of the processes and procedures for addressing any 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 some time. It 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 an unfair or unequal treatment based on membership in, or association with, a group or category of people. For example, equal opportunity laws prohibit discrimination based on 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 for 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 concerning their race, descent or nationality, colour, language or ethnic origin, or 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 due to 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 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, are unwelcome, uninvited and unacceptable behaviour that will not be tolerated.
- ❖ When the management is informed of any harassment or discrimination, it 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 through 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 and 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 comments and advice (including feedback) given appropriately by management or trainers. All staff and participants must 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. 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, scheduled group meetings, and any other important dates.

- ❖ Start your assignments when you receive them. Don't leave them until the last minute.

See your instructor immediately for advice if you are having difficulties with a particular class. If you cannot manage your stress effectively, please see the student services officer for help.

General Information

Lending Your Property

Students are advised not to lend 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 cares to provide a secure study environment for its students and staff. Therefore, imperial students are strongly advised to keep personal and valuable items on campus at all times. The school is not liable for the loss of any personal property. Please notify reception immediately if you have any concerns for your safety or personal belongings.

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. In addition, policies and procedures safeguard the interests and welfare of students. Imperial is committed to students' success and maintains an environment conducive to learning. As a result, we can 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 the 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/suggestions 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 after 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 unavailable overseas students on a student visa.

Discipline

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

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

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

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

Obligations under ESOS Act

The ESOS Act 2000 is Commonwealth Government legislation that ensures that education and training providers are regulated in delivering education services to international students. All providers and Courses available to international students must 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 must 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 course's final session 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 part-time study extensions, 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. This is because full-time study must be undertaken on campus, full-time. In addition, 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 their duties and/or training.

These legislations are continually being updated, and our staff members are made aware of any changes to current legislation. Students can download current copies of legislation 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 the following commonwealth, state or territory legislation and regulatory requirements relevant to its operations:

Commonwealth Legislation:

- 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 2019
- Human Rights and Equal Opportunity Commission Act 1986

- Disability Standards or 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.

Learner's Access to Records Policy

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

- keeping a record of enrolment (including residential address, mobile number and email, if any), including a letter of offer and student agreement
- keeping records of assessment results of a unit of competency
- record of current residential address
- the amount of money the student pays, including separate identification of tuition and non-tuition fees.
- the learners can easily access records;
- 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 the 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 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 into the student management system and student file
- Academic support (LLN etc.) and/or admin support provided by Imperial staff is accurately documented and entered into the student management system
- The accounts officer will record the amount of money paid by the student in SMS and PRISMS
- The training support officer will collect and record assessment results of a unit of competency in the student management system
- Students should complete and submit the following forms to gain access to their record of participation:
 - Application for the 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 the 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
- Administration staff will process the above application(s) within two weeks once the student pays all the outstanding fee
- Copies of the records of participation and progress will be filed in the student file, and the student management system will be updated

Privacy

Information is collected on the written agreement and during your enrolment 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.

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

Course Code	Course Name	Duration (weeks)	Tuition Fee (AUD)
ICT30120	Certificate III in Information Technology	52	\$9,000
ICT40120	Certificate IV in Information Technology	78	\$16,500
ICT50220	Diploma of Information Technology	78	\$16,500
SIT30821	Certificate III in Commercial Cookery	52	\$10,000*
SIT40521	Certificate IV in Kitchen Management	76	\$13,500*
SIT50422	Diploma of Hospitality Management	100	\$17,500*
SIT60322	Advanced Diploma of Hospitality Management	126	\$20,000*
BSB40120	Certificate IV in Business	52	\$8,000
BSB50420	Diploma of Leadership and Management	52	\$8,000
BSB60420	Advanced Diploma of Leadership and Management	78	\$13000
BSB80120	Graduate Diploma of Management (Learning)	104	\$24,000

Disclaimer: Imperial reserves the right to change tuition fee information anytime without further notice.

Legend: *Breakdown of the fee payable for Hospitality courses are as follows when students follow the pathway (e.g. completing Certificate III or IV in Commercial Cookery and moving to Diploma or Advanced Diploma of Hospitality Management):

- SIT30821 Certificate III in Commercial Cookery: \$10,000
- SIT40521 Certificate IV in Kitchen Management: \$3,500
- SIT50422 Diploma of Hospitality Management: \$4,000
- SIT60322 Advanced Diploma of Hospitality Management: \$2,500

****The course(s) entry requirement must be met by all students. Please refer to www.imperial.edu.au**

Other Fees 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 (e.g.: Change of intake/Change of course)
Administration and processing fee	\$500.00	Charged only in case of refunds
OSHC - Single	\$408.00	Price will be quoted with a Letter of offer
OSHC - Family	\$3,501.00	Price will be quoted with a Letter of offer
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 – Information Technology (Including Laptop and course material)	\$1,200.00	
Resources – Business and Management (Including course material)	\$500.00	

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. Accordingly, Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework, including 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 you study meet the high standards necessary for overseas students. Therefore, 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. Suppose you are under 18 to ensure your safety. In that case, you will be granted a visa only if arrangements are in place for your accommodation, support and welfare.
- You have the 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. Therefore, you should keep a copy of your written agreement.

The Tuition Protection Service (TPS) is a placement and refund service for international students, activated in the event your provider cannot 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
- whom are the contact officer or officers are 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 has not completed the final course of study in Australia for six months. Therefore, you need your provider's permission if you want to transfer before completing your final course in six months.

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