



ELICOS

STUDENT

HANDBOOK

Colleges Australia International Pty Ltd

Trading as London College

Organisation Contact Details:

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WELCOME - JOIN THE GLOBAL EXPERIENCE!

At London College, we understand that flexibility is important to you and your learning requirements and this is why our courses have multiple start dates throughout the year. Our intake of students varies across the different courses provided to ensure maximum exposure to your teachers and trainers and to allow stress-free access to the College and its facilities.

London College's philosophy is to tailor the delivery of classes to provide a secure, comfortable and engaging student environment that encourages discussion and openness. We may be considered a boutique learning institution in an industry increasingly cluttered with providers trying to deliver.

The small classes that are a feature of the College mean you will have personalised feedback from our industry-experienced teachers. This will help you stay on track with your studies and enable you to adjust your learning focus as required.

We look forward to welcoming you to Australia and London College.

Jack Zhou

CEO
London College

ABOUT US

At London College, courses are designed to provide training for career success in a professional learning environment that is both challenging and motivating with the goal of employment and/or further study. Diploma courses provide an alternative pathway to university entrance.

We have been a Registered Training Provider for over 15 years and delivered our first programs in 2008.

The courses are available to Australian students full time or part time and to Australian international college students full time on a student visa. The College also caters for those on working holiday visa who wish to complete specific units of competence.

WHY STUDY AT LONDON COLLEGE?

- ✓ *Individual attention of teacher*
- ✓ *Preview and review of lessons*
- ✓ *Lessons are divided logically*
- ✓ *Systematic explanation of work*
- ✓ *Combine study and work*
- ✓ *Work at your own pace*

Purpose of this handbook e.g. the purpose of this Handbook is to provide you with all the information that you need to know about studying with *London College*.



OUR OBLIGATION AS A CRICOS EDUCATION PROVIDER

As a CRICOS Education Provider registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the teaching and assessment we deliver. We must comply at all times with the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) and the ELICOS Standards 2018.

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

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

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

OUR LOCATIONS AND CONTACT INFORMATION

Brisbane Campus: Level 1 108 Margaret Street, Brisbane City QLD 4000

Phone: +61 7 3012 9492 +61 7 3012 9390

Email - Student support and enquiries: infobri@london.edu.au

How to get to us: We are centrally located in the Brisbane city CBD

Visit <https://translink.com.au/> for local transport information

Sydney Campus: Level 15, 233 Castlereagh Street, Sydney NSW 2000, Australia

Phone: +61 2 9211 1415 +61 2 9260 5001

Email - Student support and enquiries: infosyd@london.edu.au

How to get to us: We are centrally located in the Sydney city CBD

Visit <https://transportnsw.info/> for local transport information

Melbourne Campus: Level 3, 259-263 Collins Street, Melbourne, 3000 VIC Australia

Phone: +61 3 9635 3002

Email - Student support and enquiries: infomel@london.edu.au

How to get to us: We are centrally located in the Melbourne city CBD

Visit <https://www.ptv.vic.gov.au/> for local transport information



CONTACT INFORMATION AND EMERGENCY CONTACTS

London College Main Contact Details

Emergency Contact: CEO, Mr Jack Zhou, Ph: 0478 115 969

Emergency Telephone Numbers:

Police, Fire, Ambulance – Dial 000

Department of Home Affairs (DHA) - Dial 131 881

Overseas Students Ombudsman – Dial 1300 362 072 or lodge a query of complaint on the website - <https://www.ombudsman.gov.au/complaints/international-student-complaints>

Local Hospitals:

Brisbane:

<https://healthengine.com.au/find/public-hospital/QLD/Brisbane>

Sydney:

<https://healthengine.com.au/find/public-hospital/NSW/Sydney>

Melbourne:

<https://healthengine.com.au/find/public-hospital/VIC/Melbourne>

Medical Services:

Appointments should be made for consultations with doctors. There may be a charge depending on student's Health Insurance. We recommend you use

<https://www.hotdoc.com.au> to locate the nearest medical practitioner to you.

COURSES PROVIDED BY LONDON COLLEGE

London College offers the following ELICOS courses:

COURSES	PRISMS CODE	DURATION
<i>ELICOS - General English</i>	<i>CRICOS Course Code: 082023C</i>	<i>Duration: 4 – 48 weeks, depending on the level</i>

For full information about our courses including entry requirements visit our website;

<https://london.edu.au/courses/>

Find out more about our CRICOS courses on the Australian Government Department of Education CRICOS register - <https://cricos.education.gov.au/Institution/InstitutionDetails.aspx?ProviderCode=03000J>

EDUCATION AGENTS



London College uses education agents to assist us in recruiting students. We have agreements with all of our Education Agents that ensure that all agents act in an ethical and honest manner, in the best interests of our key target group, international students, and to ensure that the reputation of the Australian international education sector is upheld.

A list of the education agents with whom we have an agreement is included on our *website*:

<https://london.edu.au/enrol/our-agents/>

SELECTION AND ENROLMENT

London College accepts applications from all students who meet the entry requirements published in the course information on our website; <https://london.edu.au/courses/>

London College does not accept enrolments of students younger than 18 years of age.

Recruitment to the College is carried out in an ethical manner, in accordance with Access and Equity principles. All enquiries for participation are provided with the College's Information Pack. Access to the courses is open to all applicants; subject to payment of fees and the extent to which the course outcomes and pre-requisites match the needs of the student. Enrolment is ongoing – where places are available – and we will do our best to accommodate your needs.

Once an international student has enrolled at the College, they cannot defer commencement of their studies or suspend their studies except on the grounds of illness, supported by a doctor's certificate, or other exceptional compassionate circumstances beyond the control of the student. For example, because of a family bereavement.

Procedure

1. Student accesses information regarding the College on the internet including advice on how to access information on the College, fees structure, refund policy and enrolment procedures;
2. Student completes an international student's application form and collects other documents relevant to the application i.e. Certified evidence of English language level etc;
3. The Admission Officer assesses student's enrolment documents;
4. On receipt of tuition fee deposit and enrolment fee the student's information is entered in PRISMS and an Electronic Confirmation of Enrolment (CoE) is created;
5. Student is given an identification number and a database record is established;
6. Student organises health insurance; and
7. Student applies for visa at Australian Embassy in country of departure

The **Pre-enrolment Information** pack will provide you with an in-depth understanding of what our courses involve and also other essential information for overseas students about living, studying and working in Australia.



VISAS

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

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

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

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

If your visa is not approved, you will receive a full refund for the fees that you have paid less any non-refundable amounts that apply.

VISA CONDITIONS

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa. See more information at the following link:

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

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

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

ARRANGING TRAVEL AND DOCUMENTS TO BRING

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

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

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



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

ENTRY INTO AUSTRALIA

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

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

Once you have your luggage you will go through customs where your luggage may be checked. Australia has strict quarantine laws to stop people from bringing in certain food and plant items. You should declare any items that you are bringing in on the form given to you on the plane. If customs officers decide that the item you are bringing in are not safe, they will be confiscated and destroyed. If you fail to declare or dispose of any quarantine items, or make a false declaration, you may receive a fine or be prosecuted. All international mail is also screened and checked by customs.

If you want further information, visit the Australian Quarantine and Inspection Service (AQIS) website at <https://www.agriculture.gov.au/biosecurity-trade/travelling/to-australia>

ARRIVING IN AUSTRALIA

Getting from Location airport to your accommodation

You can easily catch public or private transport from your arrival airport;

Melbourne Airport - <https://www.melbourneairport.com.au/getting-to-from-the-airport>

Brisbane Airport - <https://www.airtrain.com.au/>

Sydney Airport - <https://www.sydneyairport.com.au/info-sheet/transport-options-international>

Keeping in contact

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

Arranging your finances

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

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



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

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

Find out more about money matters by visiting <https://www.studyaustralia.gov.au/>

Accommodation

It is best book temporary accommodation before you arrive and look for long-term accommodation once you get to Australia. Temporary accommodation could be a hotel or hostel. Temporary accommodation can be found through:

<https://www.studyaustralia.gov.au/en/life-in-australia/accommodation>

Sydney - <http://www.study.sydney/live/accommodation>

Brisbane - <https://www.studyqueensland.qld.gov.au/live-in-queensland/student-accommodation>

Melbourne - <https://www.studymelbourne.vic.gov.au/living-here/accommodation/types-of-accommodation>

Private rental

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

Share house

A share house is when you share a private rental with friends or housemates. All tenants are listed on the lease and pay their own share of rent and bond.

Boarding or homestay

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

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

Sydney – International Student Legal Service NSW - <https://rlc.org.au/i-need-legal-help>

Brisbane – <https://www.studyqueensland.qld.gov.au/live-in-queensland/student-support>

Melbourne - <https://www.consumer.vic.gov.au/internationalstudents>



BRINGING YOUR FAMILY WITH YOU

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

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

- *Find an Early Childhood Service or School: mychild.gov.au*
- *My School: www.myschool.edu.au*

You should also be aware that the above costs for childcare and schooling are in addition to living costs as outlined in the section on living costs.

HEALTH

Emergencies

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

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

Fire

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

Ambulance

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

Medical assistance

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

Overseas Student Health Cover

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



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

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

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

You can find out more about OSHC at: <https://www.studyaustralia.gov.au/en/plan-your-move/overseas-student-health-cover-oshc>

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

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

LIVING COSTS IN AUSTRALIA

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

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

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

The following *website* includes information about average living costs in Australia:

<https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs>

Carefully review the information at the *website* link noting that the figures provided are average only and that costs can vary significantly depending on where you live in Australia. You should be prepared in case your living costs are greater than the indicated figures.

BUDGETING



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

Costs associated with living in Australia are included at:

<https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs>

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

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

WORKING IN AUSTRALIA

Most student visa holder can work up to 40 hours a fortnight during term time and as many hours as you like during holidays. Before you undertake any paid work you need to make sure your visa allows you to work. Find out more at the <https://www.homeaffairs.gov.au/trav/stud>

You should also visit the following website to find out more about working in Australia, including your employment rights and conditions.

<https://www.studyaustralia.gov.au/en/work-in-australia>

If you require any further information about your workplace rights and obligations, for example, resolving a workplace dispute, visit the Fair Work Ombudsman site at www.fairwork.gov.au

YOUR SAFETY

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

<https://www.studyaustralia.gov.au/en/life-in-australia/safety-in-australia>

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

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

SHOPPING

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

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



CLOTHING

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

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

For more information about the cost of living, visit the Study in Australia website at:

<https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs>

COURSE INDUCTION

The below may differ depending on your delivery mode and offering. Adjust accordingly.

At the start of your course will be provided with an induction. The induction will provide you with specific details about your course requirements, important dates and will be an opportunity to meet your teacher and the other students in your course.

As an international student you will also be provided with information on:

- details of internal and external support services available to assist in the transition into life and study in Australia. Such services include welfare services, accommodation services, academic and career advice, IT support, and student learning assistance, English language support and social inclusion activities.
- legal, emergency and health services
- safety and awareness relevant to life in Australia
- information on how to seek assistance for and report an incident that impacts significantly on your well-being, including critical incidents
- facilities and resources
- organisational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals.
- any student visa conditions relating to course progress and attendance.

The induction will also provide you with important information about health and safety requirements including emergency evacuation procedures, critical incidents and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student.

The induction also provides an opportunity for you to ask any questions you might have about studying with us. During this induction, we also make sure that we have all the required forms and paperwork filled in.

At your induction you will receive your first set of learning materials so that you can start on your learning journey.

General housekeeping arrangements are also discussed as stated in the section below.

STUDENT CODE OF CONDUCT

Student Rights:

**Policies and procedures**

Students are expected to:

- inform themselves of, and follow London College policies as documented in the Student Handbook
- respond to London College communications promptly
- advise London College within 7 days of any change of contact details including current residential address, mobile number, email address and who to contact in the event of an emergency.

Learning and assessment

Students are expected to:

- attend scheduled classes
- actively participate in learning
- complete all homework given
- complete and submit all assessments on time
- refrain from plagiarism, cheating and collusion
- pay all fees due
- ask for support if needed.

Classroom conduct

Students are expected to:

- arrive on time for their class
- be prepared for class
- dress appropriately
- only use handheld devices in class when they are relevant to the activity
- communicate in English.

Respect and ethics

Students are expected to:

- respect others' values and beliefs
- interact with others in a collaborative, professional manner
- use London College resources for the purpose for which they are intended
- refrain from harassment and discrimination of any kind
- resolve any conflicts calmly
- respect London College and other people's property.



Student Responsibilities

Policies and procedures Students can expect to: <ul style="list-style-type: none">• be informed of London College policies and associated procedures• receive regular and relevant communications• learn in a safe environment• have their personal details kept confidential and secure• access the information that London College holds about them• have the opportunity to provide feedback on services received.
Learning and assessment Students can expect to: <ul style="list-style-type: none">• be provided with high quality training, assessment and support services• receive the support they need• have their assessments marked and returned within 10 working days of submission• receive feedback on assessments where the result is not satisfactory.
Classroom conduct Students can expect their trainer and assessor to: <ul style="list-style-type: none">• be on time for classes• be prepared for class• be knowledgeable and engaging• dress appropriately• only use handheld devices in class when they are relevant to the activity• communicate in English.
Respect and ethics Students can expect: <ul style="list-style-type: none">• to have their values and beliefs respected• to be treated fairly and equitably by staff and students• to interact with others in a collaborative, professional manner• respect for themselves and their property.

If you do not follow the above conduct requirements and housekeeping rules, you may be subject to disciplinary action such as suspension or a requirement to follow a disciplinary action plan.

COURSE EXPECTATIONS AND REQUIREMENTS

The teaching and assessment offered by *London College* focuses on developing your English language.

Our course outlines include the details of how we deliver the teaching to you as well as the assessment methods that will be used. Generally our courses involve, homework.

Assessment methods vary from course to course but usually include written questions, projects, presentations, written assignments, and role-plays.



ATTENDANCE AND HOMEWORK REQUIREMENTS

If you are enrolled in a class-based course, it is an expectation that you attend every class so as to not fall behind. Please notify your teacher at least 30 minutes prior to class if you are unable to attend for some reason.

There will also be an expectation that you complete a certain amount of homework each week in order to finish learning and assessment tasks required for completion of your course. Your teacher will guide you on what to do during this time and how much is expected. This is also outlined on the Course Outline.

ASSESSMENT ARRANGEMENTS

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

At this time you will:

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

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

Submitting your assessments

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

Assessments are to be submitted directly to the teacher,

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

Written work will be marked within 5 days of receipt. Your assessor will provide you with written feedback and confirm the outcome of the task on the Task Cover Sheet.

Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS) according to the grade required and you will receive detailed feedback either in writing or verbally from your teacher.

Reasonable adjustment in assessment

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

Reasonable adjustment can involve:

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



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

Appealing assessment decisions

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

STUDENT PLAGIARISM, CHEATING AND COLLUSION

- London College has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.
- When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.
- If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

SUPPORT SERVICES

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and maths.

The enrolment form you complete will help us to identify any support you need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy and numeracy skills. Based on the information you provide in your enrolment and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs.

Your support needs can also be discussed during the induction to your course.

Services that we can offer to you include:

- *One to one support from our trainers/assessors including providing you with their phone and email contact details*
- *Classes to assist with study skills.*
- *Study groups where you can work with your fellow students.*
- *Referral to relevant external services.*
- *Specialist support services for students with a disability.*
- *Personal counselling*

Contact us to discuss your support needs:

Brisbane Campus:

Phone: +61 7 3012 9492 +61 7 3012 9390

Email - Student support and enquiries: infobri@london.edu.au

Sydney Campus:

Phone: +61 2 9211 1415 +61 2 9260 5001

Email - Student support and enquiries: infosyd@london.edu.au



Melbourne Campus:

Phone: +61 3 9635 3002

Email - Student support and enquiries: infomel@london.edu.au

WELFARE SERVICES

We can also offer you a range of welfare services to help with the mental, physical, social and spiritual well-being of international students.

This includes access to an in-house counsellor who can assist you with academic and study issues, as well as issues to do with your personal welfare. Contact us at reception or by email to make an appointment.

We can also provide you with referral to external services that can assist you with accommodation, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. may also include advice on academic and study issues.

Internal welfare services will be provided at no additional cost to the student. However, where a student is referred to an external provider, the student will be responsible for meeting the costs of the provider. *London College* does not charge for such referrals to the provider.

EXTERNAL SUPPORT SERVICES

For students requiring additional support with their studies, work or life, *London College* provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you.

Workplace Rights Support

Fair Work Australia

Phone: 1300 799 675

Website: <https://www.fwc.gov.au/>

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

Legal Rights Support

Victoria:

The Victorian Equal Opportunity & Human Rights Commission

Phone: (03) 9281 7100

Website: <https://www.humanrights.vic.gov.au/>

The Commission can resolve individual complaints about discrimination, sexual harassment and racial and religious vilification by offering a conciliation process that is confidential, impartial, free, and simple.

Legal Support Services - Legal Aid Victoria

Phone: 1800 677 402

Website: <http://www.legalaid.vic.gov.au>

Victoria Legal Aid helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged Victorians. It can provide assistance in the areas criminal law, family law and some



civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.

New South Wales:

The NSW Anti-Discrimination

Phone – 1800 670 812

Website: <https://antidiscrimination.nsw.gov.au/>

If you've been discriminated against, sexually harassed, vilified or victimised in NSW, we can help. These services are free.

Legal Support Services

The Redfern Legal Centre's international student legal services NSW gives free, confidential legal advice to international students studying in New South Wales. The International Student Legal Service is independent of the College and the government. Contact 02.96985975 or visit the website; <https://rlc.org.au/what-we-do/our-services/international-student-legal-service-nsw>

You can speak with an experienced solicitor to get free and confidential legal advice about issues including:

- *Housing problems*
- *Employment*
- *Sexual assault and sexual harassment*
- *Complaints about colleges or universities*
- *Fines*
- *Debts*
- *Car accidents*
- *Discrimination*
- *Family law*
- *Domestic violence*

Queensland:

The Queensland Human Rights Commission

Phone: 1300 130 670

Website: <https://www.qhrc.qld.gov.au/>

The commission works to protect and strengthen human rights in Queensland, and to help build a fairer, safer, and more inclusive community.

The Commission can resolve individual complaints about discrimination, sexual harassment and racial and religious vilification by offering a conciliation process that is confidential, impartial, free, and simple.

Legal Support Services - 1800QSTUDY International Student Support Hotline

Phone: 1800 778 839

1800QSTUDY (1800 778 839) is a hotline for international students across Queensland. The service supports students, agents, chaperones, parents and homestay providers with 24/7 phone support and general enquires regarding studying in Queensland.



Services include:

- Support, including afterhours support
- Accommodation advice
- Public transport and travel advice
- Employment advice
- Health and wellbeing referrals
- Legal referrals
- Complaint referrals
- A translations service is available

Disability Rights

Disability Services Australia (NSW)

Phone: Website: <https://www.disabilitygateway.gov.au/>

There is support for international students with a disability support group - contact;
<https://www.studyaustralia.gov.au/english/live/student-support/support-services>

Personal Crisis Support

Lifeline

Phone: 13 11 14

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

Kids Help Line

Phone: 1800 55 1800 Website: www.kidshelpline.com.au

Reach Out

Website: www.reachout.com.au

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

Beyond Blue 1300 22 4636

Beyond Blue provide support services to those who need support and may be affected by anxiety, depression or suicidal thoughts. They can be contacted by phone, online chat support or via email. Visit their site: www.beyondblue.com.au.

See a range of help lines and websites at <https://www.beyondblue.org.au/get-support/national-help-lines-and-websites> including mental health, groups who may experience discrimination, kids helpline, Relationships Australia and Headspace.

Domestic violence



Students can contact 1800RESPECT; 1800737732.

Sexual violence

Students can contact Full Stop Australia; 1800 385 578 or visit; <https://fullstop.org.au/contact-us>

MAINTAINING YOUR ENROLMENT AND COURSE PROGRESS

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

London College monitors student progress to ensure that students to complete their studies within the expected duration specified on their Confirmation of Enrolment.

- To achieve satisfactory course progress, students must achieve competency in 50% or more of the units of competency they are enrolled in. The study period for course progress is 1 term. Course progress is determined each study period as follows:

Number of units with competent outcome	÷	Number of units undertaken to date
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You must meet course progress requirements in order to satisfy the conditions of your visa. These course progress requirements will be clearly explained to you during the orientation program.

VET Students will be deemed at risk of not meeting course progression requirements if they:

- do not participate in a summative assessment task.
- do not submit an assessment task within 2 weeks of the due date.
- have received an assessment outcome of Not Yet Competent for one or more assessment tasks.

ELICOS Students will be deemed at risk of not meeting course progression requirements if they:

- do not participate in formative and summative assessment tests.
- have not achieved a passing rate on a summative assessment test of 60% at the end of the study period.
- are not maintaining satisfactory attendance of at least 80% in each study period or have been absent for more than 5 days consecutive days without approval.

London College will assist you to meet course progress requirements by monitoring your progress and providing you with the relevant support at an early stage. London College uses a range of methods to monitor course progress including review of participation in tuition activities and assessment tasks. Where we consider you are at risk not meeting course progress requirements, we will issue you with a first warning letter inviting you attend a meeting to discuss why you are not meeting course progress requirements and support that you required. We can provide you with a range of support from extra time to complete tasks or a reduced study load to study skills programs to meet course progress requirements. Agreed support will be documented in an Intervention Plan that both you and the Director of Studies will sign.

For students at risk of not meeting course progress requirements, an individual intervention plan will be developed that documents the support that will be provided.

- Informal intervention may include:
 - Inviting the student to re-submit written work
 - Inviting the student to re-do a major assessment



- Inviting the student to attend academic counselling and/or a meeting with the Trainer or Principal
 - Inviting the student to attend tutorials in the following term
 - Other relevant course of action to assist the student's course progress
- At the end of each study period, students at risk are identified through the report generated by the Student Services Officer. Students at risk are sent with warning emails.
- The warning email includes:
 - the course progress requirements
 - the student's course progress status
 - implications to the student's enrolment if he/she fails to meet the course progress requirements
 - information on how to appeal the course progress status
 - invitation to attend an intervention meeting
 - invitation to respond within two weeks and implications if the student fails to respond
- The intervention meeting includes:
 - Counselling to clarify if personal situations are impacting on student results
 - Discussing the option of repeating a unit in a later term or the summer term
 - Requiring the student to attend tutorials in the following term
 - Discussing the cost of repeating a unit and tutorial support
 - Discussing transfer options for the student
 - Clarification of student visa implications for continued unsatisfactory progress in the second study period
 - Informing the student of the complaints and appeals process, and the deadline to submit complaints and appeals within 20 working days, if the student chooses to do so.

Following the provision of this support, if your progress is still unsatisfactory, you will be sent a second warning letter and again inviting you to a meeting to discuss why you are not still not meeting satisfactory course progress requirements and to discuss new or revised support arrangements.

Where you continue not to meet course progress requirements, you will be reported to DHA for not meeting course progress requirements. DHA will make the final decision on whether your visa will be cancelled because of your unsatisfactory course progress.

You may appeal *London College* decision to report you to DHA. However, an appeal will only be considered if *London College* has not recorded or calculated the student's marks correctly, has not provided appropriate support as set out in this policy, has not implemented other policies such as assessment and feedback which could impact on the student's results or there are compassionate or compelling reasons which have contributed to the unsatisfactory progress.

Extension to an expected course duration

Extensions to the course duration specified on the CoE are only allowed where:

- *Where a student is complying with an intervention strategy implemented for students identified at risk of not making satisfactory course progress, or*
- *An approved deferral or suspension of studies has been granted in accordance with London College's Deferral, Suspension and Cancellation Policy and Procedures or where compassionate or compelling circumstances apply.*

Circumstances that are considered to be compassionate or compelling circumstances include (but are not limited to):

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents



- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies.
- A traumatic experience which has impacted on the student and which could include involvement in or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports); or
- Where *London College* is unable to offer a pre-requisite unit.
- Where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.

Where your study load is reduced due to difficulties with meeting course progress requirements, this may mean that you will need to do additional subjects in future sessions to complete your course in the time specified in your student visa.

Attendance

As well as meeting course progress requirements, you must also meet attendance requirements as part of your visa conditions. It is expected that you will attend all classes; however, we understand that in some cases you may not be able to get to a class because of your personal circumstances such as illness or family matters. To maintain satisfactory attendance, you must attend all of your classes.

Where you are at risk of not meeting attendance requirements, we will contact you to arrange a meeting to discuss your attendance and any support we can offer you to meet requirements. Once the process for warning you that you are not meeting attendance requirements and we have provided you with assistance, if you do not or cannot meet attendance requirements, we will be required to report you to DHA. DHA will make the final decision on whether your visa will be cancelled because of your unsatisfactory attendance.

In some cases, you may not be reported if attendance falls below 80%. Your attendance will not be reported if it is at least 70% and you are maintaining satisfactory academic performance.

You may also not be reported in the case of compassionate or compelling circumstance i.e. those beyond your control and which have an impact on your course progress or wellbeing (see course progress requirements for details of compassionate and compelling circumstances).

Please refer to the Course Progress Policy and Procedure on the website.



COURSE TRANSFER BETWEEN REGISTERED PROVIDERS

The National Code 2018 restricts the capacity of students to transfer to other providers prior to completing six months of their principal course. London College will not allow students to transfer to another provider within six months of the commencement of their principal course of study in circumstances where the transfer would be detrimental to them as detailed in their application.

If students wish to apply for a transfer, they will need to apply to the College for a letter of release. There is no cost attached to applying for a letter of release; however, students will need to contact Department of Home Affairs to seek advice on whether a new visa is required.

All applications will be assessed on the basis of the College's Policy, Conditions of Enrolment, the Fee Payment and Refund Policy, the study plan and declaration submitted by the student in their application.

Documented evidence supporting circumstances/reasons for seeking a release letter must be included with this application.

Please refer to the Course Transfer Policy and Procedure on the website.

DEFERRAL, SUSPENSION AND CANCELLATION

Students may initiate a request to defer commencement of studies or suspend their studies on the grounds of compassionate or compelling circumstances. Students wishing to defer the commencement of studies or suspend their studies must apply to do so in writing to the College. Reasons for suspending your enrolment are limited to extenuating circumstances including compassionate or compelling circumstances.

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

- *Serious illness or injury, where a medical certificate states that the student will be unable to attend classes*
- *Death or illness of close family members such as parents or grandparents (where possible, a doctor's or death certificate should be provided)*
- *Major political upheaval or natural disaster in the international student's home country requiring emergency travel and this has impacted, or will impact, on the student's study*
- *A traumatic experience which could include:*
- *Involvement in, or witnessing of a serious accident*
- *witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologist's reports)*
- *where the College was unable to offer a pre-requisite unit*
- *inability to begin studying on the course commencement date due to delay in receiving a student visa*

If you know that you will not be attending classes during the study period you should contact the College and arrange an appointment to discuss your circumstances. Subsequent to your meeting and after providing documented evidence supporting circumstances/reasons for seeking suspension or cancellation of enrolment you will be required to formally apply for the deferral or suspension. Note, a deferral fee may apply. Refer to the Schedule of Current Fees and Charges.

The College may decide to suspend or cancel a student's enrolment on its own initiative as a response to misbehaviour by the student. Deferral of commencement, suspension of enrolment and cancellation of enrolment has to be reported to Department of Home Affairs by the College and this may affect the status of a student visa.

You can read request a copy of the Student Deferral, Suspension and Cancellation of Study Policy from the office or review a copy on the College website.



CHANGE IN VISA STATUS

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

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

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

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

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

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

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

YOUR FEEDBACK

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

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

We also welcome feedback from you at any time by email and phone.

Access to your records

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

If you want to access or obtain a copy of records, you must make a request in writing to the Training Manager using the Access to Records Request Form outlining which records you wish to access. There is a fee charge to access your records. Refer to the Schedule of Current Fees and Charges.

Access to records may be provided by:

- *making copies of the records held in a file*
- *providing a time for you to review your file*
- *providing access to the online portal where some records about the course can be viewed.*



Amendment to records

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

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

NOTIFYING CHANGES

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

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

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

Depending on the type of change, we may send a letter to your home address; send you an email, or an SMS message.

Please make sure we always have your most current home address, email address, mobile number and emergency contact on file so we can notify you of any changes if applicable.

You can let us know of any changes to your details by using the Change of Details Form. As an international student, you are required to provide this form to us within 7 days of any change occurring,

COMPLAINTS AND APPEALS

The College has a Student Complaints and Appeals Policy and Procedure to provide students with a fair and equitable process for resolving any disputes or complaints they may have. After completing London College 's informal and formal complaints processes, a student dissatisfied with the outcome may launch an internal appeal. If dissatisfied with this outcome, the student may request mediation through the Overseas Student Ombudsman.

You can read the Complaints and Appeals Policy and Procedure and download the Complaints and Appeals form on our website.

In relation to consumer related issues, the person may refer their complaint to:

- NSW Office of Fair-Trading website - <https://www.fairtrading.nsw.gov.au/housing-and-property/property-professionals/changes-to-property-and-stock-agents-laws/students-and-registered-training-organisations>
- VIC Consumer Affairs – <https://www.consumer.vic.gov.au/>
- VIC Office of Fair Trading - <https://www.qld.gov.au/law/fair-trading>
 - In relation to the delivery of training and assessment services, the person may refer their complaint to the National Training Complaints Service via the following phone number: 13 38 73 or visit the website at <https://www.dewr.gov.au/national-training-complaints-hotline>



- In relation to complaints about the College and have gone through the appeals process, students can refer a complaint the regulator, ASQA; <https://www.asqa.gov.au/about/complaints/complaints-about-training-providers>
- The Overseas Students Ombudsman can investigate complaints about the delivery of training and assessment services and education agents who have an agreement with a provider to represent them in Australia or overseas -

Website - <https://www.ombudsman.gov.au/complaints/international-student-complaints>

- In relation to matters relating to privacy, the person may refer their complaint to the Office of the Australian Information Commissioner via the website; <https://www.oaic.gov.au/privacy/privacy-complaints>

ISSUING OF CERTIFICATION DOCUMENTS

On completion of your course and payment of all relevant fees, we will issue you with a qualification (testamur/certificate) and record of results within thirty (30) days. The record of results will show the units of competency achieved in the course and corresponding results.

Where a student withdraws or partially completes a course, a Statement of Attainment will be issued within thirty (30) days of withdrawal as long as all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.

London College reserves the right to with-hold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where *London College* is not permitted to do so by law.

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

Re-Issuing Statements and Qualifications

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

FEES, CHARGES AND REFUNDS

TERMS AND CONDITIONS

Fees & Charges

All fees are quoted in Australian dollars and are subject to change without notice. See the website for current information about course tuition fees, payment schedules and other fees and charges.

Payment Terms

An initial deposit is required at the time of enrolment for the enrolment fee and the course material fee. The enrolment fee is non-refundable.

Course tuition fee is collected on a quarterly basis each term in advance (after the commencement of the course). All term payments must be paid in full, 14 days in advance of the term commencing in order to maintain a valid



enrolment.

Please note that our refund policy can be read in this International Student Handbook document. Our Letter of Offer document will also include all the important and essential information that you need to know before you make your final decision to enrol in any of our courses. We strongly advise our potential students to read carefully and understand it before they sign the Letter of Offer document.

Terms and Conditions

After the prospective student is offered a place in a course and signs London College Letter of Offer and International Student Acceptance Agreement a binding contract is made between the student and the College. The contract is governed by the laws of the Commonwealth of Australia and the State of New South Wales.

Students will not be permitted to commence or continue their course until all fees or charges are paid. All fees are payable two weeks before term commencement however to be eligible for acceptance into a course payment should be made when returning the signed International Student Acceptance Form to London College.

Students may choose to pay more than 50 per cent of their tuition fees before their course commences. This is not required by the College.

Provision has been made to protect payments received in advance by students as stated under the conditions of Tuition Protection Service. All course fees are deposited into London College Student Fees Account. When the student commences their course, London College will draw down these funds from the designated account.

In the case where a student has accepted and paid fees for a conditional offer for a place in a London College course, evidence of a student's English level to meet the requirements of that course must be provided in advance of the course start date otherwise London College reserves the right to defer the student's start date until the next available course intake.

Statutory Cooling Off Period

Under the Australian Consumer Law, most products and services bought in Australia come with automatic guarantees that it will work and do what you asked for. Businesses must provide these automatic guarantees regardless of any other warranties they give to you or sell you. If a business fails to deliver any of these guarantees, you have consumer rights for:

- repair, replacement or refund
- cancelling a service
- compensation for damages and loss.

See the NSW Fair Trading website for specific information on guarantees, contracts and warranties as it applies in NSW. <https://www.fairtrading.nsw.gov.au/buying-products-and-services/guarantees,-contracts-and-warranties/contracts>

Please also see the information in this Student Handbook on London College's:

- Complaints and appeal policy and procedure.
- Fees and refund policy

The Standards for Registered Training Organisations require a person to be informed of their right to a statutory cooling off period. A statutory cooling off period is defined within the Australian Consumer Law which was introduced in 2011. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty.



All students are recommended to refer to the Australian Consumer Law, Sales Practices Guide for further details about a statutory cooling off period and our general obligations for consumer protection during the enrolment process.

It must be noted that London College does not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not likely to be applicable to our learners who have enrolled into a program. For refund option in other circumstances, learners must refer to the refund policy.

Refunds Policy

Conditions

- All refund requests are conditional on the following:
 - The College must have received funds in order for any refunds to be made available (i.e. cheques are cleared, telegraphic transfers have been received);
 - Any debts to the College must be paid in full or the outstanding amounts will be deducted from the refund.

Withdrawal from the course

- Where written notice of withdrawal is received by the College before the start date of the course, the College will refund the fees as per the table below less the non-refundable enrolment fee of \$250.

Notice of withdraw	Refund amount for any tuition fees paid for the first 3 months	Refund amount for tuition fees paid over for 3 months in advance
28 days or more prior to course commencement	80%	100%
Between 14 - 28 days prior to course commencement	70%	100%
Less than 14 days prior to course commencement	No refund	100%

- Refunds will be made available within 14 days (10 working days) of written notification being received by the College.

Special circumstances

- Where a student withdraws from the course and returns home because of exceptional and extenuating circumstances of a compassionate nature, such as a death or severe illness in the immediate family, 100% of all the unspent fees paid less any administration fees will be refunded.

Refund procedure

- London College students must complete an Application for Refund form to apply for a refund and attach all evidence and supporting documentations, such as (but is not limited to):
 - a letter from Department of Home Affairs advising of a rejection of the student visa application or a refusal to extend a student visa; or
 - proof of extenuating circumstances of a compassionate nature; or
 - an unconditional offer letter from another institution along with a Department of Home Affairs approved letter to transfer
- In case of London College default on the agreement, refunds will be made within 14 days of the default date.



- All other refunds will be made within 28 days (20 working days) of written notification from the student being received by the College. Refunds will be paid to the student or to the person nominated by the student on the refund application in Australian Dollars.

Payment of Refunds

- Payment of refunds to the applicant will be made in Australian dollars by a bank draft or telegraphic or electronic transfer (or other approved payment options).

Student's Rights to Appeal

- Any student who is refused a refund by the College may appeal within 14 days in writing to Student Administration.
- The College's appeal process does not circumscribe the student's right to pursue other legal remedies.

If the Australian Government refuses Visa Application

- If the student visa application or visa renewal is refused by the Australian Government, a full refund of course fees less the administration fees will be made. In order to receive the refund students will have to provide authenticated evidence of the student visa refusal to the College.
- However, no refunds will be granted where:
 - An international student, currently in Australia, has their student visa cancelled by the Department of Home Affairs for a breach of visa conditions; or
 - An international student, currently in Australia, has their student visa extension application refused by the Department of Home Affairs after the commencement of their studies, for not meeting visa requirements.

Provider default on delivery of qualification

- In an unlikely event that the College is unable to start or deliver the course (known as an College Default), students can choose to accept either:
 - a refund of the course fees, which will be issued to the Student within 14 days; or
 - to be placed in an alternative course with the College or another provider.
- If the Student chooses placement in an alternative course, the Student must sign a new written agreement to indicate the student accepted the placement.
- If the student chooses to receive a refund of the course fees, the College will calculate the unspent portion of the tuition fees paid to date (that is tuition fees the student has paid for but has not been delivered by the College). The refund will be paid within 14 days on which the course ceased to be provided.
- If the College is unable to provide a refund or place the student in an alternative course, the Tuition Protection Service (TPS) will provide the student with options for suitable alternative courses (if any such courses are available) or if this is not possible, the student will be eligible for a refund as calculated by the TPS Director.



Reason for Refund	Notification Period	Refund	
Student's application for a student visa unsuccessful	Before semester commences	Full refund (less \$250 non-refundable enrolment fee) or less the amount specified under the student default provisions of the Commonwealth ESOS act and regulations (section 29(1b) and regulations 3.19(2))	
London College withdraws offer, fails to provide programme offered or terminates course (London College reserves the right to apply the provisions of the Commonwealth ESOS Act 2000)	Before Semester commences	If an alternative course is not available; Full refund of paid tuition fee, enrolment fee and materials fee	
	After Semester commences	Refund of unspent portion of tuition fees paid. No refund is granted for enrolment fee or materials fee.	
Student with a student visa withdraws (All withdrawals must be in writing; Agent must also be contacted by student and College)	Notice of withdraw	Refund amount for any tuition fees paid for the first 3 months	Refund amount for tuition fees paid over for 3 months in advance
	28 days or more prior to course commencement	80%	100%
	Between 14 - 28 days prior to course commencement	70%	100%
	Less than 14 days prior to course commencement	No refund	100%
If London College withdraws a student from an Education Service because the student has seriously breached international student Visa conditions or London College policies and procedures.	Prior to course commencement	Full refund of tuition fees paid and materials fees paid less any amount for materials already received. No refund of enrolment fee	
	After course has begun	No refund of the fees paid (students may apply for special consideration which will be assessed case by case)	
For onshore students, Visa extension/s not granted by Australian Government but student already commenced his/her course OR student defaults or withdraws from course during visa processing but already commenced his/her course	Prior to course commencement	Full refund of tuition fees paid and materials fees paid less any amount for materials already received. No refund of enrolment fee	
	After course has begun	No refund of fees paid (students may apply for special consideration which will be assessed case by case)	

Refund Policy Special Conditions:

- London College reserves the right, at the discretion of the CEO - should particular circumstances arise - to increasing the amount of refund due and / or waiver the conditions, requirements for those students who are forced to withdraw for reasons of a compassionate nature or where there reasons are deemed to be reasonable and genuine.
- Refunds will be made payable to the Student who is transferring.
- In the case of a student not continuing studies, refunds will be made to the Student's home account and are to be made immediately following the Student's departure from Australia.
- London College will always notify students formally when they are at risk of termination due to non-compliance with student Visa conditions or London College policies and procedures.
- Once the Student is advised formally of non-compliance, they are advised they can access London College, Complaints and Appeal process within 20 working days and that Department of Home Affairs will be informed.
- In the unlikely event that London College is unable to deliver a course in full; the student will be offered a refund of all the tuition fees they have paid to date and in advance. The refund will be paid within two weeks of the day on which the course ceased being provided.



ADDITIONAL FEES AND CHARGES

London College has the following of additional charges/ Details are found in the written agreement that you signed at the commencement of your course.

Item	Cost
Re-issuance of COE	\$AUD 100
Re-issuance of Certificates, Statement of Attainments	\$AUD 50 per Statement or Attainment or qualification
Re-issuance of Transcript (Record of Results)	\$AUD 25 per Statement or Attainment or qualification
Copies of existing record of student- e.g., COE	\$AUD 25 per page
Recognition of Prior Learning (RPL) Fee	\$AUD 150 per unit of competency
Student Identification Card Replacement	\$AUD 10
A late payment fee applies students with delayed payments for their tuition fees	\$AUD 10 per term
Credit card surcharges	2% for all credit cards
Overseas Bank Transfer Fee	\$AUD 30
Unit of competency assessment resubmission Fees (where a student is not deemed competent in a unit of competency, after 3 attempts)	\$AUD 25 to resubmit an assessment after three attempts
Unit Re-sit Fees (for a student to re-sit a unit of competency/ module.	\$AUD 250
Photocopy fee	\$AUD 5 per page
Change of course - post commencement	\$AUD 200
Fees for accessing your student records.	\$AUD 25



LEGISLATION AND YOU

As a student, you have both rights and responsibilities under applicable legislation.

Education Services for Overseas Students (ESOS)

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

- If you are unable to access this information, contact us via email or phone and we will provide the information to you.
- You also have certain rights and responsibilities under the following legislation as discussed below.

Workplace Health and Safety

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

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

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

Harassment, victimisation or bullying

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

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

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

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



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

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

Equal opportunity

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

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

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

National VET Regulator Act 2011

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

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

Student Identifiers Act 2014

Under this Act, we are required to ensure that all students have a USI. We are unable to issue a qualification of a statement of attainment for any student if we don't have a USI on file.

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

For students and training organisations, the main benefits of the USI are:

Students will be able to get a complete record of their Australian-wide VET achievements from a single, secure and accurate online source.

There will be immediate access to VET records. This means they can be quickly given to employers, other training organisations etc. as proof of VET achievements.

It will be easier for training organisations to assess students' pre-requisites, credit transfers and Recognition of Prior Learning (RPL).

For more information about the USI please refer to <http://www.usi.gov.au/About/Pages/default.aspx>

Privacy Policy

In collecting your personal information *London College* will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the relevant state privacy legislation.



This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes..
- We will not disclose your personal information to another person or organisation unless:
 - *We have made you aware that information of that kind is usually passed to that person or organisation.*
 - *You have given written consent;*
 - *We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;*
 - *The disclosure is required or authorised by or under law; or*
 - *The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue*