



## TrEd College

### International Student Handbook



## Contents

Introduction .....	5
About TrEd College.....	5
Our Services .....	5
Our mission.....	5
Our objectives .....	5
Our Campus.....	7
Parking.....	7
Public Transport.....	7
Lunch Options .....	7
Our Trainers.....	6
Our expectation of you.....	6
Introduction to Australian Vocational Education and Training .....	8
What is VET? .....	8
National recognition.....	8
What is competency based training?.....	8
Training Packages .....	8
Delivery of Training .....	9
Results and certificates .....	9
Unique Student Identifier .....	9
Legislative and other Requirements.....	10
National Code 2018.....	44

The ESOS Framework .....	44
CRICOS.....	45
PRISMS .....	45
Protection for Overseas Students.....	45
Conditions of your visa.....	10
Working in Australia.....	11
Living in Australia Costs .....	11
Notifying change of address .....	12
Satisfactory Academic Performance.....	12
Schooling for dependants .....	12
Overseas Student Health Cover.....	13
Course entry requirements.....	14
International English Language Testing System (IELTS) .....	14
Enrolment procedure.....	15
Electronic Confirmation of Enrolment.....	16
Student Orientation .....	17
Student support services.....	17
Monitoring student attendance and progress .....	18
Student deferral or suspension .....	19
Change of education provider .....	20
Student amenities and Services.....	20
Accommodation Assistance .....	20

Student resources .....	21
Student counselling .....	21
Language, literacy and numeracy skills .....	21
Your safety .....	22
Fairness and Privacy .....	24
Your privacy .....	25
Course Fees and Refunds.....	26
Tuition Fee Protection .....	26
Student cancellation.....	27
Refunds.....	27
Statutory cooling off period.....	29
Training arrangements .....	29
Assessment arrangements .....	29
Methods of Assessment .....	30
Continuous improvement.....	32
Issuing Qualifications and Statements of Attainment .....	33
Accessing your records .....	33
Making complaints & appeals.....	34
Recognition of Prior Learning .....	39
Legislative and Regulatory Responsibilities of TrEd College .....	42
Plagiarism Misconduct.....	46
Behaviour Misconduct .....	51

## Introduction

This information booklet is designed to provide you with information about the services provided by TrEd College and our approach to providing you a safe, fair and supported environment to participate in training and assessment. This handbook does not provide you with specific information about a particular course offered by TrEd College. This information is contained in the Course Brochure which is supplied separately.

### **About TrEd College**

TrEd College is a Registered Training Organisation (RTO ID 40797) providing high-quality training to learners in Australia. TrEd College has modern, up to date facilities, and boasts a team of qualified and dedicated Trainers. You can find out more about TrEd College at the following website:

**[www.tredcollege.edu.au](http://www.tredcollege.edu.au)**

TrEd College is responsible under its registration with the Australian Skills Quality Authority for the quality of the training and assessment being delivered on your chosen course and is also responsible for the issuance of any AQF certificate that may result based on your achievement of the course requirements.

### **Our Services**

TrEd College provides training and assessment services in support of the following nationally endorsed training products to international Students

- HLT54115, Diploma of Nursing  
\*ANMAC accreditation pending
- HLT37215, Certificate III in Pathology Collection

### **Our mission**

TrEd College mission is to deliver quality training assessment that meets the needs of learners and industry.

### **Our objectives**

In recognition of this mission, our objectives are:

- People. We strive to attract, recruit and retain talented, competent and committed trainers. We promote excellent performance through leadership and professional development.
- Safety & equality. We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- Integrity & ethics. We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.

- **Quality committed.** We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.
- **Learner Focused.** We thrive on providing training and assessment that is learner focused and which supports lifelong learning. We respect our learners and strive to attract them time after time through high quality training and assessment experiences.
- **Industry engagement.** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

### ***Our Trainers***

Our Trainer Assessors are qualified, dedicated professionals who have current industry experience and qualifications in a range of industries. Their industry experience is continually up to date by participating in professional development activities, therefore giving our learners the best practical industry experience.

At TrEd College we deliver a nationally accredited qualification via training face-to-face and in the workplace. When you study with TrEd College, your Trainer Assessor will be always there to assist you throughout your course. You can either attend a classroom training environment,

or receive job visits and even phone or email your Trainer Assessor for advice which means you get the support you need when you need it.

TrEd College trainers are all professionally qualified trainers and have personal industry and job role experience. Our trainers deliver their training in a way that learners will enjoy.

### ***Our expectation of you***

TrEd College expects you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To comply with the rules and regulations of TrEd College
- To be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others?
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- To monitor your own progress by ensuring that assessment deadlines are observed.

- To utilise facilities and TrEd College publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.
- To respect other learners and TrEd College staff members and their right to privacy and confidentiality.

## Our Campus

Our campus is a hub of learning, diversity and community spirit. Our campus locations place our students at the heart of bustling commerce precincts.

Our campus locations support not only our students' studies but also their lives off-campus. Public transport lies nearby as do easy parking, convenient retail centres and community amenities.

### Macquarie Park (Sydney) Campus

Situated at the heart of Macquarie Park, stands our new landmark educational facility. Our state-of-the-art campus features 9 modern classrooms, private meeting rooms and central administrative offices.

The inviting student lunchroom is a popular gathering spot. The campus is a 7-minute walk from Macquarie Park Train Station and is situated in the heart of the central business district.

### TrEd College, Suite 2, 17 Khartoum Road, Macquarie Park NSW 2113



### Parking

Whilst you are attending our site by vehicle, you will need to park in the side streets that are adjacent to our premises. Please note that this parking is paid parking from 7am till 7pm Monday to Friday (\$3 per hour or \$18 for full day), and free parking outside these hours.

### Public Transport

Bus Stop at door. Macquarie Park train station, Macquarie University train station and Macquarie Shopping Centre is a short walk from our TrEd College.

### Lunch Options

If you are looking to buy lunch whilst you are at our premises your best option would be a short walk to Macquarie Shopping

Centre, which has a food court and various other options.

Across the road a café (Hungry Baker) in which our students receive a discount with their TrEd College student card (TrEd College student card must be shown at the café to receive the discount).

We also have dedicated breakout area fully equipped with microwave ovens and fridges, if you want to bring your own pre-cooked food for the day.

## Introduction to Australian Vocational Education and Training

### ***What is VET?***

Australia's Vocational Education and Training (VET) system is based on nationally endorsed industry training packages which identify specific skills and knowledge applied in the workplace. Students' undertaking a VET qualification must demonstrate the skills and knowledge identified in a training package and be assessed as 'competent' in the selected units of competency to be eligible for the award of the qualification.

### ***National recognition***

The qualifications and Statements of Attainment issued by TrEd College must be automatically recognised by all Registered Training Organisations (RTOs) across

Australia. In turn, TrEd College recognises the qualifications issued by RTOs in all other States and Territories. This allows people to move around Australia from different employers and being confident that their qualification will be equally recognised.

### ***What is competency based training?***

Competency based training is training that develops the required knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments. Competency is achieved by being assessed against requirements of the unit of competency. Your assessor will make a judgment of your competency after reviewing all the different types of assessment evidence you provide.

### ***Training Packages***

Training Packages represent the national industry benchmarks for Vocational Education and Training. Training packages set out the competency to be achieved but do not state how the training should be delivered. This means that students may complete their qualification in different ways between various training organisations. The training package also specify the relevant qualification rules including the compulsory core units and be included in a course and the elective units which are available.

## ***Delivery of Training***

Students will receive all the training for which they have enrolled. To be awarded a qualification, all assignments and assessments must be completed to a satisfactory level and submitted in accordance with instructions and within timeframes prescribed. Students are advised of the specific requirements to receive a qualification in their area of study as part of enrolment and when training delivery commences.

TrEd College takes responsibility for the quality of the training and assessment being provided to students, and for the issuance of AQF certificates.

## ***Results and certificates***

On completing the training program with TrEd College, you will receive a nationally recognised qualification. The qualification is recognised within the [Australian Qualifications Framework](#). Qualifications are formatted to a uniform standard to ensure they are valid documents and will be instantly recognised throughout Australia. A qualification issued by TrEd College will be accompanied by a transcript which will detail the units of competence issued within the qualification.

Where a student does not complete the entire course requirements, they may be entitled to receive a Statement of Attainment. A Statement of Attainment is issued by a Registered Training

Organisation when an individual has completed one or more accredited units. A Statement of Attainment can be used as a basis for recognition of your current competence with other Registered Training Organisations within Australia.

A statement of results will be available to you upon request throughout your training. This will provide you information of your progress. issued by a Registered Training Organisation when an individual has completed one or more accredited units. A Statement of Attainment can be used as a basis for recognition of your current competence with other Registered Training Organisations within Australia.

A statement of results will be available to you upon request throughout your training. This will provide you information of your progress.

## **Unique Student Identifier**

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.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide learners

with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime. Fact sheets – available to download [Student Information for the USI](#)

It's free and easy to [create your own USI](#) and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as your driver's licence number.

## Legislative and Regulatory Requirements of International Students

### ***Conditions of your visa***

All international students applying to enter a training program being offered by TrEd College must:

- Be over the age of 18
- Demonstrate good command of written and spoken English
- Have completed an equivalent secondary schooling level of a High School Certificate or can demonstrate suitable work or life experience
- Meet the following Student Visa subclass requirements – [Click Here](#):

- Be a genuine temporary entrant – [Click Here](#)
- Meet English language test score requirements – [Click Here](#)
- Demonstrate financial capacity – [Click Here](#)
- Hold Overseas Student Health Cover (OSHC) – [Click Here](#)
- Meet the personal health requirements – [Click Here](#)
- Be of good character – [Click Here](#)

Under the simplified student visa framework arrangements introduced in July 2016 streamlined evidentiary requirements apply and the student visa applicant may be able to satisfy the Department of their financial capacity and English language proficiency by declaration only. This is dependent on the level of risk rating of each student visa application. This is determined by taking into account the risk rating allocated to the country from where the student originates combined with the risk rating allocated to TrEd College as a provider on the CRICOS register. The easiest way to determine the evidence required to satisfy the visa requirements is for the prospective international student to utilise the Document Checklist Tool provided with the Student Visa (subclass 500) requirements page [Click Here](#).

All students, regardless of the financial capacity and English language proficiency will continue to have to meet all other core visa criteria, such as the Genuine

Temporary Entrant requirement and health and character criteria.

### ***Working in Australia***

If you have been granted your student visa, you will receive permission to work with your visa grant. This will also apply to any family member travelling with you on your student visa. You are not allowed to work until your course has started and you can work up to 20 hours a week while your course is in session (not counting any work undertaken as a registered component of your course of study). However, you can work more than 20 hours per week during recognised vacation periods offered by TrEd College and scheduled during the course. Your family members are not allowed to work until you begin the scheduled course. Family members are allowed to work up to 20 hours per week at all times after your course has commenced.

Further information about student visa conditions can be found at the Department of Immigration and Citizenship:  
<http://www.immi.gov.au/students/visa-conditions-students.htm>

### ***Tax file number***

You must obtain a Tax File Number to be able to work in Australia. This is available from the Australian Tax Office  
<https://www.ato.gov.au/Individuals/Tax-file-number/>.

### ***Living in Australia Costs***

International students are required to demonstrate and/or declare that they have genuine access to sufficient funds to be granted a Student visa. This includes funds to cover travel, tuition and living expenses. Applicants may have to demonstrate sufficient funds to cover these expenses for the first one, two or three years in Australia, depending on their Assessment Level (AL).

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 do not to rely on such work to meet all their expenses.

From 1<sup>st</sup> July 2016, Student visa applicants and their family members must have access to the following funds to meet the living costs requirements:

- \$19,830 per year for the main student
- \$6,940 per year for the student's partner / spouse
- \$2,970.00 per year for each of the student's children

Applicant 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.

For further information, go to the following sites:

<https://www.studyinaustralia.gov.au/global/live-in-australia/living-costs>

and

<http://www.border.gov.au/Trav/Stud/More/Student-Visa-Living-Costs-and-Evidence-of-Funds>

### ***Notifying change of address***

You must tell TrEd College :

- the address where you live in Australia within seven days of arriving in Australia.
- if you change the address where you live within seven days of the change.
- if you change education provider within seven days of receiving the electronic confirmation of enrolment certificate or evidence of enrolment.

### ***Satisfactory Academic Performance***

Enrolled international students at TrEd College must maintain satisfactory attendance in your course and course progress for each study period as required by TrEd College .

You are usually only allowed to repeat the subject once, if you failed any subject.

You will not be able to move to the next stage of the course, if you failed a pre-requisite subject. It is a student visa

condition that you must not be involved in activities that are disruptive to other students or TrEd College staff.

### ***Schooling for dependants***

In Australia children must attend school from five years of age until the completion of Year 10. Young people that have completed Year 10 must participate in full-time education, training or employment, (at least 25 hours per week) or a combination of these activities until they reach 17 years of age.

If you have school age dependents you will need to make arrangements for your children to enter school in Australia. Students from countries around the world enrol in New South Wales government, independent and private schools every year. NSW government schools are recognised for their excellent quality education programs.

You can choose from a wide range of schools close to where you will be living. The New South Wales government provide:

- An excellent, world-class standard of education from the largest education provider in Australia
- The opportunity to study alongside Australian students in a friendly, safe, multicultural environment

- A wide range of subjects, sporting and creative arts programs, leadership programs
- Professional, university trained teachers
- An environment that encourages students to express themselves, develop independent learning skills and to interact in the classroom and in the community
- Intensive English Language support for students of non-English speaking background

To assist you to locate a school suitable for your needs, the following web-links will provide a wealth of information about schooling options:

Public Schools:

<https://online.det.nsw.edu.au/schoolfind/locator/>

International Student Program:

<http://www.decinternational.nsw.edu.au/study/schools>

Further information about living in Australia is available at the Department of Immigration and Border Protection:

<https://www.border.gov.au/Trav/Life>

The Department also published *The Beginning a Life in Australia* booklet. This publication is filled with helpful

information and is recommended reading. The booklet is available online at:

[https://www.border.gov.au/LifeinAustralia/Documents/lia\\_english\\_full.pdf](https://www.border.gov.au/LifeinAustralia/Documents/lia_english_full.pdf)

It is recommended that you view the booklet on a computer as it contains links to many websites that provide additional information.

### ***Overseas Student Health Cover***

It is a condition of your Student visa that you maintain adequate health insurance arrangements for the duration of your visa.

All international students are required to pay the OSHC for themselves and all dependent members of their family staying with them in Australia

If you are currently studying in Australia, then you must provide a copy of your health cover membership records showing your name, membership number and date of expiry.

It is the student's responsibility to check the conditions of this health cover. Please refer to the following sample provider websites:

<http://www.medibank.com.au/oshc>

<https://www.nib.com.au/oshc>

<http://oshc.bupa.com.au/oshc>

[Google - Overseas Student Health Cover](#)

The current 2016 OSHC charges is approximately AUD46.00 per month for a single student. Medical treatment in Australia is expensive and many of the unforeseen accident or sickness, your insurance will cover many of the expenses.

To cover you for the duration of your training you will need cover for a minimum of one year. OSHC can assist you to meet the costs of medical and hospital care if needed when in Australia. OSHC will also pay limited benefits for pharmaceuticals and ambulance services.

You can obtain OSHC online by visiting the OSHC providers' websites. You have the right to choose your own OSHC provider even where TrEd College makes a specific recommendation. It your choice!

Visit the Department of Health to view their valuable OSHC Frequently Asked Questions: <http://www.health.gov.au>

### Course entry requirements

Please refer to the Course Brochure for comprehensive course requirements for :

1. HLT54115 Diploma of Nursing
2. HLT37215 Certificate III in Pathology & HLT54115 Diploma of Nursing – Dual Qualification.

All international students applying to enter a course with TrEd College must:

- Be over the age of 18

- Demonstrate good command of written and spoken English - Verified evidence of IELTS Level 5.5 (7.0 for HLT54115 Diploma of Nursing).
- Have completed an equivalent secondary schooling level of a School Certificate or can demonstrate suitable work or life experience.
- Meet the following Student Visa 500 subclass requirements [Click Here](#).

### **International English Language Testing System (IELTS)**

IELTS is the world's most recognised English language testing system. Students applying for a student visa will need to provide evidence that they meet the English language requirements set by the Australian Government and education provider. TrEd College course entry requirement is a minimum IELTS General Score of 5.5 and 7.0 for Diploma of Nursing. A general score of 5.5 indicates that the person will have a partial command of the language, coping with overall meaning in most situations, though is likely to make many mistakes. The person should be able to handle basic communication in their own field.

TrEd College may require you to submit evidence of your IELTS proficiency (General Score of 5.5 or 7.0 for HLT54115 Diploma of Nursing) with your enrolment form. This will depend on the results of the Document Checklist Tool provided with the Student

Visa (subclass 500) requirements page  
[Click Here](#).

Applications for enrolment that are not accompanied with this evidence will not be accepted. To locate an IELTS testing centre in your area, please visit the IELTS website for further information:

[IELTS Testing Centre online search](#)

## Enrolment procedure

TrEd College undertakes to make training available to all persons who:

- Meet course entry requirements;
- Complete the TrEd College enrolment form (available on request);
- Agree to abide by TrEd College 's expectation of students; and
- Make suitable payment of fees before the commencement of training.

### ***Student Interview***

All prospective students are required to fill out a Student Interview Questionnaire. This interview gives us an opportunity to get to know you, discuss your motivations for studying and any challenges you think you may have with study.

This is the time we can help you develop a Support Plan to overcome any identified

challenges, including Language, Literacy and Numeracy.

The Nursing and Midwifery Board of Australia (NMBA) has a number of provisions in place and it is a requirement of registration that you are able to demonstrate and legally declare yourself to be of good character to practice in the field of nursing. The interview is an opportunity for us and you to discuss the requirements of nursing as a profession, including the NMBA registration.

To enrol into a course as an overseas student at TrEd College , applicants must complete an International Student Course Acceptance and Student Agreement Form along with the Student Interview Questionnaire.

The form should be completed in full and submitted by mail with full payment to:

Address: Suite 2, 17 Khartoum Road,  
Macquarie Park NSW 2113

Ph: +61 02 9870 7688

Email: [info@tredcollege.edu.au](mailto:info@tredcollege.edu.au)

The application for enrolment must be accompanied by:

- Evidence that verifies your identity and current age (date of birth)
- evidence of IELTS proficiency (General Score of 5.5 or 7.0 for HLT54115 Diploma of Nursing)
- evidence of a School Certificate or equivalent secondary schooling outcome

When we receive your application, our Student Services will review it for completeness.

If you are already in Australia and have not yet been assessed for English language proficiency, you should locate testing centre which are available throughout Australia.

#### [IELTS Testing Centre online search](#)

If you require support to prepare yourself for an IELTS assessment, you may consider attending a specialist course offered by NSW TAFE. For further information about this course, please visit NSW TAFE online at:

<http://www.studyintafe.edu.au/study/tafe/study-options/english-courses>

#### **Verification of IELTS and Education Level**

TrEd College reserves the right to validate the IELTS proficiency assessment and the submitted evidence of School Certificate equivalence. Verification will be undertaken by:

- **IELTS proficiency.** TrEd College will utilise the [IELTS Results Verification Service](#) to assess the validity of all evidence submitted of IELTS proficiency.
- **School Certificate equivalence.** Where evidence submitted by an applicant does not clearly demonstrate the equivalence to the Australian School Certificate, the applicant will be

required to obtain a confirmation from the Board of Studies, Teaching & educational Standards NSW.

<http://www.boardofstudies.nsw.edu.au/html/equivalent-qualifications.html>

#### **Electronic Confirmation of Enrolment**

Upon approval of your application, an electronic confirmation of enrolment (eCoe) will be generated and forwarded to Department of Immigration and Border Protection and yourself at the address provided on your application with an official receipt for the fees paid (refer payment methods below). It is the applicant's responsibility to apply for a student visa. If your application is not complete, our Registrar will contact you.

When you receive your eCoe, it should be taken to the visa section of your nearest Australian Diplomatic Mission (i.e. Consulate, High Commission or Embassy) where you can make application for a student visa. (For information, go to [www.dfat.gov.au/missions](http://www.dfat.gov.au/missions)). You will be unable to apply for a student visa without the eCoe.

#### **Successful Student Visa**

If your student visa application is approved, you should contact TrEd College and provide evidence of approval. TrEd College will contact you to confirm your timetable, start date and all other arrangements for your study with TrEd College.

### ***Unsuccessful Student Visa***

If your student visa application is NOT approved, you must contact TrEd College and advise us and apply in writing for a refund of student fees in accordance with our Fee Refund Policy.

### ***Student Orientation***

An orientation session is arranged for all students. At this time, information will be given to allow your stay to be as fruitful and successful as possible. Most of your questions will be answered at orientation, however always feel free to ask about anything you are unsure about.

At the orientation, you will be provided with details of how to access the current version of the TrEd College International Student Handbook (TrEd College Website). You will also be provided with information on your timetable, textbooks, and college facilities.

All students are required to complete a declaration of understanding. This will happen as part of your orientation. This declaration is a statement that:

- You have understood and accept student requirements while at the TrEd College .
- You understand and accept all the details provided in this handbook.
- You have been offered the opportunity to request learning support.

### ***Student support services***

During your enrolment, TrEd College will deliberately engage with you on a number of occasions. We do this through requesting you to complete enrolment documentation, discussions over the phone, enrolment interview and finally during your orientation. One of the important objectives of these engagements is to understand what support services you may need to fully participate in your study. You will be asked various questions about your support needs or your “individual needs”. This is simply the term we use to define what your needs are and this enables us to organise the appropriate support services. Make sure you take the most of this opportunity and let us know if you need support.

### ***What support is available?***

TrEd College will use a combination of our own services and the services of referral agencies to either provide or refer you to the following support services:

- Language, Literacy and Numeracy Support
- Studying and Learning Coaching
- English as Second Language Tuition
- Alternative Payment Plan
- Counselling Support
- Disability Access
- Medical Services Referral
- Legal Services Referral

- Housing / Accommodation Services Referral
- Employment Services Referral

If you need support during your course, please approach and inform reception and you will be connected with the best person who can assist you. If the matter is sensitive and you do not feel comfortable discussing it with reception, simply inform reception that you would like to meet with the General Manager. It is our absolute priority to provide you the support needed to enable you to progress in your study and complete your chosen course. TrEd College is committed to our student's welfare both during and after hours of study.

## Monitoring student attendance and progress

Under the National Code 2007 of the ESOS Act 2000, international students are required to maintain satisfactory course progress and attendance in order to successfully complete their program within the duration specified in the Confirmation of Enrolment (CoE) letter. An education provider can only extend the expected duration of study in limited circumstances, through issuing a new CoE letter.

Satisfactory course progress is defined as a student successfully completing all required subjects in their program in order to achieve the qualification. Satisfactory course attendance is defined as a student

attending at least 80% of scheduled course contact hours for each study period. TrEd College monitors and records the course progress and attendance of students on a regular basis. We do this by monitoring successful completion of assessment tasks and class attendance via an attendance record that requires the student's signature at the start and end of a training day. A student who is identified as falling behind in successful assignment completion or having unacceptable attendance to scheduled sessions will be managed via a range of intervention strategies.

At the end of each fortnight, attendance reports will be run through the student management system by the Training Manager to identify any student who fails to attend for five consecutive days without approval or who has been marked absent for 15% or more of the scheduled contact hours for the course. Student who exceed these benchmarks are contacted to arrange a time to attend counselling. These students are identified at risk of not meeting satisfactory attendance requirements. The 15% monitoring threshold is intended to identify the student and establish corrective arrangements before mandatory report obligation are required.

The student will be contacted in writing via a formal letter (Unsatisfactory Attendance Warning) asking the student to contact the Training Manager and to attend a counselling session aimed at improving the

student's attendance. This session is to discuss the possible reasons for non-attendance and to work out what support is required to assist the students to improve their attendance pattern.

A student who has missed more than 20% of the scheduled course contact hours will be issued an Intention to Report for Unsatisfactory Attendance Letter advising them that they have missed more than 20% of the scheduled course contact hours and notifying them of Tred Consultants's intention to report them to the Department of Education for unsatisfactory attendance. This letter will also inform them they have 20 working days in which to access Tred Consultants's appeals process should they wish to appeal any decision to be made.

An intervention strategy is an individual student plan developed by the relevant faculty head aimed at improving the academic progress and attendance of a student. Intervention strategies may include additional learning support, counselling, training to develop study habits or adjustment to study program. TrEd College will do everything we can to assist students who want to learn and progress. If the intervention strategies do not result in any improvement, TrEd College will notify the student in writing of its intent to make a report to the Department of Education and of their right to access the complaints and appeals processes. This report may result in the cancellation of the student visa by the

Department of Immigration and Border Protection.

## Student deferral or suspension

Students, unable to attend for a period of time, may lodge an Application to Defer Studies for approval by the Chief Executive Officer. Deferment is granted once only and for a period no longer than six (6) months. The return date will be at the discretion of the institute. A re-entry fee will be charged. Students will be advised of such requirements at the deferment interview. An Application to recommence studies must be completed and approved by the Chief Executive Officer.

A student's enrolment may only be deferred or suspended where compelling or compassionate circumstances exist.

TrEd College appreciates that students experiencing difficult circumstances may need to temporarily take leave from their studies. Student visa holders are entitled to request a temporary deferment or suspension from their education provider where they have compassionate or compelling reasons to do so.

Compassionate or compelling circumstances are generally those that are beyond the control of the student, and which may affect their well-being or their progress such as a serious injury, illness, traumatic experience or the death of a close family member. It may also include when a student does not receive their visa in time, major political upheaval or a

natural disaster in the student's home country.

In these situations, the student is generally allowed to remain on a student visa, provided they are still enrolled in their course of study and intend to resume their studies.

TrEd College may also cancel or suspend the enrolment of a student for inappropriate behaviour. Where this occurs, the student will be notified in writing and be informed of their right to access the complaints and appeals processes.

## Change of education provider

Under the National Code 2018 of the ESOS Act 2000, international students are restricted from transferring between education providers prior to completing six months of their principal course of study, unless they are given a letter of release or can demonstrate exceptional circumstances. TrEd College will only consider issuing a letter of release to a student who has a valid enrolment offer from another registered education provider. Students must also complete an Application to Transfer between Registered Providers form and refer to the Fee Refunds Policy. If granted, a letter of release will be issued at no cost to the student. Where a letter of release is not granted, the student will be provided with written reasons for refusing the request,

and be informed of their right to lodge an appeal.

## Student amenities and Services

TrEd College has extensive amenities available for students' including:

- close public transport
- toilet facilities
- tea and coffee area
- disabled access
- photocopying facilities
- quiet study areas
- counselling and referral facilities

## ***Accommodation Assistance***

TrEd College can help and provide assistance to overseas students in arranging suitable accommodation. Sydney and Wollongong have many options for students including home stay, shared accommodation, serviced apartments and private leasing. Many of these accommodation options are close to TrEd College.

Some accommodation options include:

- Shared Accommodation. This involves sharing the apartment with one or more adults, you'll have your own bedroom but will share household responsibilities (like cleaning and laundry). You provide your own linen

and food and usually pay extra for services such as electricity and telephone.

- Rental Accommodation. By signing a legal contract with a landlord or real estate agency, you can rent an apartment or house - choosing from furnished or unfurnished (although unfurnished is more usual). You will be solely responsible for the cost of electricity, gas, water, telephone and groceries. Most real estate agencies require a bond equivalent to 4 weeks rent in addition to 2 weeks rent paid in advance and a letting fee which usually equates to 1 weeks rent.
- Homestay. Homestay is where students choose to live with an Australian family. You are provided with a bedroom and can use the family's home at leisure. However, there are a number of rules that you will need to familiarise yourself with and more information about this can be provided upon request.

### ***Student resources***

TrEd College provides students with access to a comprehensive range of written, video, and online resources. These materials may be accessed for study use. There is also a wide range of textbooks for student to access on request. Students are reminded to return the borrowed material by due dates and observe copyright laws when using resources. Students will be

required to pay for loss or damage to resources.

### ***Student counselling***

It is important that students have access to a range of support mechanisms during their study. If students require assistance or counselling related to study or personal difficulties, they should speak initially with their trainer for referral to Student Welfare Officer

The Student Welfare Officer can suggest at no cost access to specialised support for those who may need further external help. All discussions regarding this are in the strictest of confidence.

### ***Language, literacy and numeracy skills***

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

To support this approach TrEd College will:

- Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;
- Provide clear information to students about the detail of the language,

literacy and numeracy assistance available;

- Refer students to external language, literacy and numeracy support services that are beyond the support available within TrEd College and where this level of support is assessed as necessary; and
- Negotiate an extension of time to complete training programs if necessary.

## Your safety

TrEd College has a responsibility to meet its duty of care to staff, students and visitors by providing facilities and a safe and healthy learning environment in accordance with the *Work Health and Safety Act 2011*.

Living away from home in Australia and in a different environment can sometimes cause problems that may affect your personal safety and wellbeing.

The following are some of those situations that may cause problems and some advice on how to avoid them.

### **Unsafe locations**

World-wide, every city has some areas that may not be so safe. In your home city, you probably know of these areas and know how to avoid them. Sydney is the same. If you are not familiar of which areas to be

careful of you can check with a trainer or Senior Trainer.

### **Drugs and alcohol**

In Australia, alcohol is readily available and legal for those over 18 years of age. Other substances such as marijuana, ecstasy, cocaine, etc are not allowed by Australian law and you run the risk of legal and visa problems as well as health issues if you become involved in their use / dealing.

If you have any questions or concerns about these things, please check with your Senior Trainer.

TrEd College is committed to providing you a safe environment in which to participate in training and assessment. The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans. Evacuation procedures are covered during student orientation.
- No smoking within TrEd College buildings.
- Report all potential hazards, accidents and near misses to the TrEd College staff;
- No consumption of alcohol on TrEd College premises or during contact hours;

- Keep training and assessment areas neat and tidy at all times;
- Seek assistance if you volunteer to lift items e.g. move furniture in a training area; and
- Observe hygiene standards particularly in eating and bathroom areas.
- Report safety concerns to an TrEd College staff member immediately.

### **Electrical equipment**

Within the training automotive environment, you will be using a wide range of electrical equipment. The following guidelines are to be applied:

- Electrical equipment that is not working should be reported to TrEd College staff immediately.
- Electrical work should only be performed by appropriately licensed electrician. Students are not to undertake any task related to fixing electrical equipment such as lighting or electrical training aids.
- All personal equipment used at college must have a valid 'testing tag' to confirm that the equipment has been assessed for safety.
- The college can arrange tagging and testing for students. A fee may apply

### **Fire safety**

TrEd College will communicate the procedures involved in evacuation and the location of fire equipment to students during student orientation.

Students are to be familiar with the location of all EXITS and fire extinguishers.

It is the user's responsibility to understand fire drill procedures displayed around the premises.

Students are to attend and participate in annual fire safety sessions on fire safety procedures and the use of fire safety devices.

### **First aid**

Provision for first aid facilities is available, on the first floor of each campus located at reception. All accidents must be reported to TrEd College staff. The accident and any first aid provided must be recorded by staff involved.

### **Lifting**

Students, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by TrEd College unless they do so voluntarily and taking all responsibility for any injury caused.

Never attempt to lift anything that is beyond your capacity

When lifting, always bend the knees and keep the back straight when picking up items.

If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else to do it for you.

### **Work and study areas**

Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over.

Place all rubbish in the bins provided.

Ensure that tearoom bench spaces are left clean and tidy and that all dishes are washed.

Do not sit or climb on any desks or tables.

### **Fairness and Privacy**

TrEd College is committed to providing a fair and equitable environment for its students and visitors. Any discrimination or harassment of staff, students or visitors because of their sex, pregnancy, race, colour, nationality, ethnic or ethno-religious background, marital status, physical or intellectual or psychiatric disability, homosexuality or age will not be tolerated and is illegal under the requirements of the Anti-Discrimination Act 1977.

You are responsible for:

- ensure non-discriminatory or harassing behaviour at all times to other students, staff or visitors to the school.
- report any discriminatory behaviour or harassment to your trainer.

All TrEd College staff members (including contractors) will be informed that discrimination and harassment will not be tolerated under any circumstances.

In the event that discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately. Students should expect fair and friendly behaviour from TrEd College staff members and we apply complaint handling procedures that adopt the principles of natural justice and procedural fairness at every stage of the process.

Students who feel that they have been discriminated against or harassed should report this information to a staff member of TrEd College that they feel they can trust. This will initiate a complaints handling procedure which will be fair and transparent and will protect your rights as a complainant. A student may also make an enquiry directly with the Anti-Discrimination Board of NSW [Click Here](#).

## **Your privacy**

TrEd College takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles (effective from 12<sup>th</sup> March 2014).

Here's what you need to know:

- TrEd College will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity and individual needs, your education background. We will also retain records of you training activity and are required to do this in accordance with the National Vocational Education and Training Regulator Act 2011.
- Your personal information is retained within our hard copy filing system and our computer systems. Your information is collected via the enrolment form and through your completion of administrative related forms and based on your training outcomes. Hard copy files are secured in lockable filing cabinets which are monitored throughout the day and secured in the evening. Electronic data retained on our computer systems is protected via virus protection software and firewall protection. Our data is backed up continuously to our server which is secure.
- TrEd College is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.
- In some cases, we are required by law to make student information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority. In all other cases TrEd College will seek the written permission of the student for such disclosure. TrEd College will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by persons such as your parents, you need to authorise this access otherwise this access will be denied.
- You have the right to access information that TrEd College is retaining that relates to you. Further instructions are provided on how to access records within the section titled "Access to your records".
- If you have concerns about how TrEd College is managing your personal

information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook. Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at: <http://www.oaic.gov.au/privacy/privacy-complaints>.

## Course Fees and Refunds

Fees are payable when the student has signed the Student Course Acceptance and Enrolment Agreement to signify their acceptance of enrolment offer made by TrEd College. Fees must be paid in full within 10 days of receiving an invoice from TrEd College. TrEd College may discontinue training if fees are not paid as required.

Students are required to pay a registration fee of AUD300\* on application and a minimum of 1<sup>st</sup> semester fees on successful admission to a program. The balance of fees payable for the course must be paid at least 14 days prior to the commencement of each semester (two semesters per year) unless

prior arrangements have been made and confirmed in writing.

*\* The registration fee is non-refundable*

Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student then any fee increases will be required to be paid for the extended component of the course.

First Term fees must be paid before a Confirmation of Enrolment can be issued. Each subsequent term fee must be paid in full, in advance in order to maintain a valid enrolment.

A 1.9% administration fee applies to all fees paid by credit card.

These fees are subject to variation from time to time in regard to CPI changes within Australia. Once enrolment has commenced there will be no change in fees payable by each individual student.

### **Tuition Fee Protection**

In the unlikely event that TRED Consultants Pty Ltd is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 28 days of the day on which the course ceased being provided. If TRED Consultants Pty Ltd is unable to provide a refund or place you in

an alternative course our Tuition Protection Service (TPS) will place you in a suitable alternative course at no extra cost to you. Finally, if TPS cannot place you in a suitable alternative course or. If there are no suitable alternative courses or offers, you may apply for a refund of the amount of any unspent pre-paid tuition fees you have paid to TRED Consultants Pty Ltd. These are any tuition fees you have already paid that are directly related to the course which you haven't yet received. In the case of provider default there is no requirement for a student to lodge a refund application form.

### ***Student cancellation***

Students who cancel their enrolment part way through a training program must notify TrEd College in writing at the soonest opportunity if consideration of fee reimbursement is required. Once TrEd College is notified a refund will be issued for the component of training not commenced. TrEd College is entitled to retain fees for any component of the course completed up until the point of notification by the student cancellation.

### ***Replacement of text and learning resources***

Students who require replacement of issued text or learning resources will be liable for additional charges to cover the cost of replacement. TrEd College purchases its text books via the various book sellers, students are encouraged to

buy their own replacement text. In case students are unable obtain replacement textbooks TrEd can assist the students to purchase the replacement textbooks.

### ***Refunds***

Students who cancel their enrolment before the commencement of a training program will be entitled to a full refund of fees paid. Requests for refunds will be processed and transacted at the end of each month in which the cancellation notification was received.

Where a student cancels, TrEd College will not refund monies for the text unless a written request for a refund is received and TrEd College is satisfied that the text is in as-new condition.

A\$100 processing fee applies to all refunds except when a student visa is refused or a TrEd College course is cancelled. Course fee refunds are calculated from the date a written refund application is received, on the following basis only:

- TrEd College will refund 100 percent of the course fee paid if your application for a visa to study in Australia is rejected.
- TrEd College will refund 100 percent of the course fee paid for any services that have not yet been provided, if the course you have enrolled in is cancelled by TrEd College .

- TrEd College will refund 70 percent of the course fee paid if you withdraw from the course on or before 28 days of the commencement date of course of study. The application fee is not refundable.
- TrEd College will refund 50 percent of the course fee paid if you withdraw within 28 days prior to semester commencement and before the commencement date
- There will be no course fee refund on or after the commencement date of course of study.

No refund will be paid to a third party unless the student indicates the name and address of the person to whom the refund should be paid. If no name and address is provided, the refund will be sent to the student's home address.

All applications for refunds must be made using an [application for refund of course fees](#). These can be requested via an email to: [info@tredcollege.edu.au](mailto:info@tredcollege.edu.au)

All refunds will be made in Australian Dollars without any accrued interest.

If a student's visa is cancelled due to poor attendance or any other form of misconduct, then no fee will be refunded.

Refunds approved in accordance with this policy will be paid within four weeks of the Registrar receiving a written claim from a student.

This policy, and the availability of complaints and appeals processes, does not remove the student's right to take action under Australia's consumer protection laws. Students seeking to make an external complaint about any administrative decision should do so after following the organisation's appeals processes.

There may be grounds for refunds under "Exceptional Circumstances" and which may affect either a full or partial refund of a student's tuition fee, including:

- Death of a student or a close family member (parent, sibling, spouse or child)
- Political, civil or natural event

Where this policy does not adequately cover a particular circumstance, TrEd College may consider an individual's case. The final decision rests with the Chief Executive Officer of TrEd College or nominee.

### ***Payment method***

TrEd College accepts payment for fees using:

- Credit Card.
- Electronic Funds Transfer (account details available on request).
- Cheque (made payable to TrEd College).

- International Money Transfer – must include funds to pay for the receipt of the money transfer.
- Payment in cash is not accepted.

### ***Statutory cooling off period***

The Standards for Registered Training Organisations require TrEd College to inform persons considering enrolment of their right to a statutory cooling off period. 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.

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

### **Training arrangements**

The courses are delivered in a classroom environment and conducted face-to-face

in Training sessions are trainer led in group sizes of no more than 24 students.

The training program is undertaken using a planned schedule. Training sessions will include the demonstration, explanation and practice

In addition to face-to-face learning, students will also complete self-paced study to assist them in building their professional knowledge and undertake work toward their assignments.

Students will typically attend formal training sessions three to four days per week depending on the course. Each day has scheduled training over 5 to 6 hours, depending on the course of study.

The courses will be delivered in four terms. The term dates are available on our website.

[www.tredcollege.edu.au/international/termdates](http://www.tredcollege.edu.au/international/termdates)

### **Assessment arrangements**

#### ***‘Competent’ or ‘not yet competent’?***

There are two possible assessment outcomes of competency based assessment either ‘*Competent*’ that is you have demonstrated sufficient skills and knowledge or ‘*Not Yet Competent*’. If you receive a not yet competent result – it is

not something to get worried about. Sometimes there are simple but important things that you may have overlooked but need to be covered. You will be given specific feedback on which aspects of your performance and what needs to improve and additional training to support you to become competent.

### ***Assessment attempts***

You will be allowed to resubmit each task for each assessment three times, subject to course completion timeframes. If after three submissions (and additional training) you are unable to demonstrate that you are competent in the unit or units of competency, TrEd College may apply further charges for additional assessment.

### ***The assessment environment***

At TrEd College, there is a strong focus in undertaking assessment as though you are working in a real automotive workshop. This approach is supported by our simulated work environment and local policy and procedure. At times the environment will be busy and specific items of equipment will be in high demand. This reflects the actual workplace environment. This requires that you plan your activities and work cooperatively with other student to complete your work.

### ***Completion dates***

These can vary and you will find a timetable provided to you which specifies

assessment submission dates. You should work diligently to complete all assessment tasks on the due date.

### ***Submitting authentic work***

All work submitted must be your own work. TrEd College verifies this in the following ways:

- student confirmation and declaration
- additional verbal questions given to students on a random basis
- comparison of work style and quality for all work undertaken.

### ***Graded assessment***

TrEd College do not apply graded assessments.

### ***Methods of Assessment***

You are required to demonstrate your skills and knowledge across the applicable assessment tasks. Your assessor will gather sufficient assessment evidence from a range of sources using a number of different assessment methods. Depending on your course, the following assessment methods are used:

- Written Knowledge Assessment: The learner is required to provide a written response to a range of questions relating to required knowledge of the units of competency. These would generally be short answer response activities and may

include other questioning methods including multiple-choice.

- **Research Tasks:** The learner is required to undertake research within their own workplace and the available reference material and provide a written response to each question. These assessment activities are usually short to medium answer response activities. The responses provided by the learner will largely be specific to their workplace.
- **Case Study Response:** The learner is required to provide a written response to a situation presented in a case study scenario. This will usually require the learner to consider carefully the situation presented, undertake some research to inform their response and then to propose their recommended actions.
- **Workplace Log book:** The learner is required to record details of their work activity completed during the work placement. These details are recorded against specified tasks which are pre-designed for the learner to complete. This forms an important part of the assessment evidence as it often includes critical evidence that is otherwise difficult for the assessor to observe.
- **Supervisor Feedback:** The assessor will periodically engage with workplace supervisors to seek their feedback about the learner's performance. This is undertaken as an interview with a duration of approximately 15 to 20 minutes. This interview can be

undertaken over the phone or face to face. Feedback from a supervisor is recorded into the assessment record.

- **Workplace Observation:** The learner will be observed performing specific tasks in their day-to-day work activities. The assessor will attend the workplace and observe the learner performing tasks relevant to the units of competency being assessed. The learner will be briefed on these observation activities in events and is required to make arrangements to undertake these activities when the assessor is in attendance at the workplace.

### ***Submitting Assessments***

Completed written assessments are due to be submitted either (a) electronically or (b) in some cases handed in to your Trainer (e.g. hard copy assignment, projects, portfolios etc.) by 9.00 a.m. on the date advised by your Trainer.

You are entitled to Three (3) attempts for each assessment, but only if each assessment is submitted by the due date and is complete. This means that when you submit your assessment (with all sections and questions complete) on time, but it is Not Yet Satisfactory (NYS), you will have another Two (2) attempts to demonstrate a Satisfactory (S) result.

If your first attempt is not submitted by its due date, or it is submitted but is incomplete, you will forfeit the first two

attempts and only have One (1) final attempt to gain a Satisfactory result.

If you are NYS on the first attempt but fail to resubmit your assessment on the second attempt (resubmission) due date, you will forfeit your final attempt and will receive a Final Result of NYS for the assessment and a Final Result of Not Yet Competent (NYC) for the unit.

If your second attempt (the resubmission) is submitted on the due date, and a genuine attempt is made to rectify the gaps outlined by your trainer in Marking Guide feedback, but you are still NYS, you will have a final attempt to rectify the assessment. You have Three days from the day you receive assessment feedback from your trainer.

If you resubmit the assessment in its original state and no changes have been made, the assessment will receive a Final Result of NYS and no further attempts will be granted.

In order to gain your full qualification, you must demonstrate competency in each Unit of Competency in your course. If you fail to do so, you will be provided with only a Statement of Attainment for the units you have successfully completed.

### ***Very Important***

Please note: Students must submit complete work for all sections of the assessment, in order for the first attempt of the assessment to be accepted.

Incomplete assessments will not be accepted, and the student will be advised that this is a Non-Submission.

## **Continuous improvement**

TrEd College is committed to the continuous improvement of our training and assessment services, learner services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

### ***Suggesting improvements***

The primary method of reporting opportunities for improvement by learners is via the continuous improvement reporting procedure. This procedure allows any person to raise a Continuous Improvement Report for consideration by the Continuous Improvement Committee. Often these reports will be generated after an opportunity for improvement has been identified by a staff member or learner. The Continuous Improvement Report template is available on request. Learners are encouraged to provide feedback to TrEd College so we can improve our services in the future.

### ***Learner satisfaction survey***

At the completion of each semester of your training program, you will be issued with a Learner Satisfaction Survey. This is a

nationally consistent survey tool which is designed to collect feedback from learners about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of this survey is important to TrEd College for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.

## Issuing Qualifications and Statements of Attainment

TrEd College will issue all Australian Qualification Framework certification documentation (Qualifications or Statements of Attainment) to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete. Please note however that TrEd College is not obliged to issue a certificate to a completed student if:

- All agreed fees the student owes to TrEd College have been paid.
- The student has provided a valid Unique Student Identifier.

Students should be aware that a:

- **Qualification** is the result of a student achieving the units of competency for a qualification outcome as specified in an

endorsed training package or an accredited course. A qualification is a formal certification that a student has achieved learning outcomes as described in the AQF. Technically within the AQF a qualification is comprised of a testamur and a record of results. A testamur is the actual official certification document that confirms that a qualification has been awarded to an individual.

- **Statement of Attainment** is issued when the student has achieved one or more units of competency as a result of completing a course which included units of competency only or where the student achieved one or more units of competency as part of an enrolment in a qualification based course but the student did not achieve all of the units of competency to receive the full qualification.

## Accessing your records

You are entitled to have access to your records. These records include your:

- learner file,
- learning and assessment record,
- administrative records,
- AQF certificates including a reissuance of a statement of attainment or qualification which has been previously issued.

You may require these records to monitor your progress with training or simply to go back and confirm something in a previous training module. Whilst these records will be retained by TrEd College, you are welcome to have access anytime just ask your trainer and it will be organised immediately.

You can access hard copy records and reports from our learner management system, but only relating to you personally. You can request this access using the Learner Records Request Form. Access to requested records during a work day will be arranged as soon as possible and definitely within 24 hours. Learners should note that these records cannot be taken away unless a copy is requested. Where photocopies are requested, TrEd College reserves the right to charge a one-off photocopy fee of \$10.00. There is no cost to simply view records at our office.

In the case of accessing a reissuance of a previously issued Statement of Attainment or Qualification certificate, if you have lost or misplaced your AQF certificate you may obtain a reissued certificate from TrEd College. To obtain this you must complete the Learner Records Request Form and return this to the Office Manager. The cost of \$50.00 will apply for each issued AQF certificate. These monies must be paid in advance. Reissued AQF certificates will be an exact duplicate of the original with the exception of small wording at the bottom of the document which identifies the certificate as reissued. AQF certificates

may only be collected in person or can be posted via registered post. A learner may also nominate another person to collect the certificate, however these persons must be notified to TrEd College beforehand and the person must provide photo ID to validate their identity.

## Making complaints & appeals

TrEd College is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if required. To make a complaint or an appeal, you are requested to complete one of the following forms:

- Complaint Form
- Request for Appeal of a Decision

These forms are available via mail, E-mail on request or you can get a copy from the reception at our Macquarie Park campus.

Once you have completed the required form you are requested to submit this to the Office Manager either in hard copy or electronically via the following contact details:

- Suite 2, 17 Khartoum Road, Macquarie Park NSW 2113
- [info@tredcollege.edu.au](mailto:info@tredcollege.edu.au)

If you are having any difficulty accessing the required form or submitting to us, please contact us at the following number:

– +61 2 9870 7688

### ***What is a complaint?***

A complaint is negative feedback about services or staff which has not been resolved locally. A complaint may be received by TrEd College in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by learners and/or employers.

### ***What is an appeal?***

An appeal is an application by a learner for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to TrEd College within **28 days** of the learner being informed of the decision or finding.

### ***Early resolution of complaints & appeals***

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time, as they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

### ***Complaint and appeals handling***

TrEd College applies the following principles to its complaints and appeals handling:

- A complaint or appeal may be received in any form (written, verbal) although persons seeking to make a complaint are recommended to complete the complaint form or request for an appeal of a decision which are available on the TrEd College website.
- A person who makes a complaint or an appeal must be **provided a written acknowledgement** as soon as possible and **not later than 24 hours** from the time the complaint or the appeal is received. This acknowledgement is intended to provide the person assurance that TrEd College had received the complaint or the appeal and will review the relevant issues and provide a response. The acknowledgement must inform the person that they will receive a written response within 14 days.
- There is no time limitation on a person who is seeking to make a complaint. An appeal however must be made within 28 days of the person being informed of the decision or finding of which they intend to appeal.
- Written records of all complaints / appeals are to be kept by TrEd College including all details of lodgement, response and resolution. TrEd College will maintain complaints / appeals register to be used to record the details

- of the complaint / appeal and to maintain a chronological journal of events during the handling process. Records relating to complaint / appeal handling are stored securely to prevent access to unauthorised personnel.
- A person making a complaint or seeking an appeal is to be provided an opportunity to formally present his or her case at no cost.
  - Each person may be accompanied and/or assisted by a support person at any relevant meeting.
  - Where a complaint or appeal is made about or involves allegations about another person, TrEd College is obliged to inform this person about this complaint/appeal or allegation and provide them the opportunity to respond and present information in response to the issues raised. This may be achieved through direct meetings or meeting via an electronic means. TrEd College will maintain a detailed record of these meetings in the form of a record of conversation. At all times information must be handled sensitively and treated in confidence. Persons involved in a dispute or complaint should be reminded to treat each other with respect and conduct themselves in a professional and courteous manner.
  - The handling of a complaint / appeal is to commence within **seven (7) working days** of the lodgement of the complaint / appeal and all reasonable measures are taken to finalise the process as soon as practicable.
  - The person making a complaint or seeking an appeal is to be provided a written response to the complaint / appeal, including details of the reasons for the outcome. A written response must be provided to the person within **fourteen (14) days** of the lodgement of the complaint / appeal.
  - Complaints / appeals must be resolved to a final outcome **within sixty (60) days** of the complaint / appeal being initially received. Where TrEd College Chief Executive Officer considers that more than 60 calendar days are required to process and finalise the complaint / appeal, the CEO must inform the person making a complaint or seeking an appeal in writing, including reasons why more than 60 calendar days are required. As a benchmark, TrEd College will attempt to resolve complaints / appeals as soon as possible. A timeframe to resolve a complaint / appeal within thirty (30) days is considered acceptable and in the best interest of TrEd College and the person making a complaint or seeking an appeal. A person making a complaint or seeking an appeal should also be provided with regular updates to inform them of the progress of the complaint / appeal handling. Updates should be provided to the person making a complaint or seeking an

appeal at a minimum of two (2) weekly intervals.

- TrEd College shall maintain the enrolment of the person making a complaint or seeking an appeal during the handling process.
- Decisions or outcomes of the complaint / appeal handling process that find in the favour of the person making a complaint or seeking an appeal shall be implemented immediately.
- Complaints / appeals are to be handled in the strictest of confidence. No TrEd College representative will disclose information to any person without the permission of TrEd College Chief Executive Officer. A decision to release information to third parties can only to be made after the person making a complaint or seeking an appeal has given permission for this to occur. This permission should be given using the Information Release Form.
- Complaints / appeals are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the handling process. This means that the person making a complaint or seeking an appeal is entitled to be heard with access to all relevant information and with the right of reply. The person making a complaint or seeking an appeal is entitled to have their complaint heard

by a person that is without bias and may not be affected by the decision. Finally the decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations.

- Further guidance on principles of natural justice and procedural fairness can be accessed at the following link: [Principles of Natural Justice and Procedural Fairness](#)

### ***Informing Persons and Responding to Allegations***

Where a complaint involves one person making allegations about another person, it is a requirement for TrEd College to hear both sides of the matter before making any judgements about how the complaint should be settled. A person who will be affected by a decision made by TrEd College as a result of a complaint has the right to be fully informed of any allegations and to be provided adequate opportunity to be heard and respond. The person has the right to:

- put forward arguments in their favour,
- show cause why a proposed action should not be taken,
- deny allegations,
- call for evidence to disprove allegations and claims,

- explain allegations or present an innocent explanation, and
- provide mitigating circumstances (information aimed at reducing the severity, seriousness, of something).

TrEd College also has an obligation to fully consider the substance of allegations and the response provided by parties before making a decision. Decisions must be communicated to the complainant and relevant persons subject of allegations in writing. This is to include advising these persons of their right to seek a third party review of decisions made by TrEd College.

Where an allegation is made that involve alleged criminal or illegal activity and it is considered outside the scope and expertise of TrEd College to investigate the matter, then in these circumstances TrEd College reserve the right to report these allegations to law enforcement authorities. Persons related to the matter involving alleged criminal or illegal activity will be advised in writing if this course of action is being taken.

### ***Review by an independent person***

TrEd College provides the opportunity for the person making a complaint or seeking an appeal who is not satisfied with the outcomes of the complaints and appeals handling process to seek a review by an independent person. Before a person seeks a review by an independent person, they are requested to first allow TrEd College to full consider the nature of the

complaint or appeal and to fully respond to the person in writing. If after this has occurred, the person is not satisfied with the outcome, they can then seek a review by an independent person. To request a review by an independent person, the complainant or the person making an appeal should inform the Office Manager of their request who will initiate the process with the Chief Executive Officer.

In these circumstances the TrEd College Chief Executive Officer will advise of an appropriate party independent of TrEd College to review the complaint (and its subsequent handling) and provide advice to TrEd College in regards to the recommended outcomes. The independent third-party is required to respond with their recommendations within fourteen (14) working days of their review being requested.

Where the TrEd College appoints or engages an appropriate independent person to review a complaint / appeal, the TrEd College will meet the full cost to facilitate the independent review. Where the person making a complaint or seeking an appeal objects to this appointment and requests to engage a person or organisation they nominate to undertake the review, the TrEd College may seek the person making a complaint or seeking an appeal to contribute to the cost of engaging this person and undertaking the review.

Following an independent review, advice received from the independent person is

to be accepted by TrEd College as final, advised to the person making a complaint or seeking an appeal in writing and implemented without prejudice.

Where a complaint is received by TrEd College and the Chief Executive Officer feels that they may be bias or there is a perception of bias, then the complaint is to be referred directly to an independent third-party for consideration and response as outlined above.

### ***Unresolved Complaints and Appeals***

Where the person making a complaint or seeking an appeal is not satisfied with the handling of the matter by TrEd College, they have the opportunity for a body that is external to TrEd College to review his or her complaint or appeal following the internal completion of complaint or appeals process.

Learners who are not satisfied with the process applied by TrEd College may refer their grievance to the following external agencies:

- In relation to consumer protection issues, these may be referred to the **Office of Fair Trading**.
- In relation to the delivery of training and assessment services, these may be referred to the **National Training Complaints Service** via the following phone number: 13 38 73.

## **Recognition of Prior Learning**

In accordance with the requirements of the Standards for Registered Training Organisations, TrEd College provides the opportunity for learners to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

### ***What is recognition?***

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

### ***Recognition guidelines***

The following guidelines are to be followed when an application for recognition is received:

- Any learner is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Learners may not apply for recognition for units of competence or a qualification which are not included in TrEd College scope of registration.
- Whilst learners may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the learner down a more efficient path to competence.
- Learners who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence.

### ***Forms of evidence for recognition***

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.

Like assessment, recognition is a process whereby evidence is collected and a judgement is made by an assessor or assessment team. The judgement is made

on evidence provided by candidates of the skills and knowledge that they have previously learnt through work, study, life and other experiences, and that they are currently using. It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Forms of evidence toward recognition may include:

- Work records;
- Records of workplace training;
- Assessments of current skills;
- Assessments of current knowledge;
- Third party reports from current and previous supervisors or managers;
- Evidence of relevant unpaid or volunteer experience;
- Examples of work products;
- Observation by an assessor in the workplace;
- Performance appraisal; or
- Duty statements.

Many of these forms of evidence would not be sufficient on their own. When combined together, with a number of evidence items, the candidate will start to provide a strong case for competence. TrEd College reserves the right to require

candidates to undertake practical assessment activities of skills and knowledge in order to satisfy itself of a candidate's current competence.

## Credit Transfer

Credit Transfer is the recognition of learning achieved through formal education and training. Under the Standards for Registered Training Organisations, units of competency issued by any RTO are to be accepted and recognised by all other RTOs. Credit Transfer allows a learner to be issued a unit of competency based on successful completion of the unit which has been previously awarded.

### ***Evidence requirements***

If you are seeking credit transfer you are required to present your statement of attainment or qualification with a record of results for examination to TrEd College.

These documents will provide the detail of what units of competence you have been previously issued. You must provide satisfactory evidence that the statement of attainment or qualification is authentic, is yours and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework. You are required to submit copies only which are certified as a true copies of the original.

## ***National recognition guidelines***

The following guidelines are to be followed in relation to national recognition:

- Any learner is entitled to apply for national recognition in a course or qualification in which they are currently enrolled.
- Learners may not apply for national recognition for units of competence or qualification which are not included in TrEd College scope of registration.
- Whilst learners may apply for national recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the learner down a more efficient path to competence.
- The learner does not incur any fees for national recognition and TrEd College does not receive any funding when national recognition is granted.
- National recognition may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for national recognition and applicants will be advised to seek recognition.

## Legislative and Regulatory Responsibilities of TrEd College

TrEd College is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that TrEd College has recognised it has compliance responsibilities to. They also represent obligations to you as a learner whilst training with TrEd College.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation that may impact on your conduct and behaviour.

Copies of State and Federal legislation can be found on the Internet at [www.australia.gov.au/state-legislation](http://www.australia.gov.au/state-legislation) (State) and [www.comlaw.gov.au](http://www.comlaw.gov.au) (Federal).

The following is a summary of the legislation that will generally apply to your day-to-day work and training.

### **Work Health and Safety Act 2011**

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces. The WHS Act protects workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from particular types of substances or plant.

The WHS Act covers workers by providing a nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience learners, volunteers and employers who perform work.

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Section 29 of the WHS Act requires that any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions.

They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

### **Privacy Act 1988**

The Privacy Act is supported by the Australian Privacy Principles which came into effect on 12<sup>th</sup> March 2014. The object of Australian Privacy Principles is to ensure businesses and government agencies manage personal information in an open and transparent way.

Review the section within this handbook that relates to privacy protection. It provides you with information about:

- the kinds of personal information that the entity collects and holds;

- how the entity collects and holds personal information;
- the purposes for which the entity collects, holds, uses and discloses personal information;
- how an individual may access personal information about the individual that is held by the entity and seek the correction of such information;
- how an individual may complain about a breach of the Australian Privacy Principles and how the entity will deal with such a complaint; and
- whether the entity is likely to disclose personal information to overseas recipients.

### **Copyright Act 1968**

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (eg. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred. However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

### **National Vocational Education and Training Regulator Act 2011**

This legislation provides that basis for the regulation of Registered Training Organisations in Australia. The legislation provides the basis for the establishment of the National VET Regulator who are the registration authority for RTOs. A core component of this legislation is that it defines the condition for the registration of an RTO which include:

- compliance with the VET Quality Framework
- satisfying Fit and Proper Person Requirements
- satisfying the Financial Viability Risk Assessment Requirements
- notifying National VET Regulator of important changes

- cooperating with National VET Regulator
- compliance with directions given by the National VET Regulator

### **National Code 2018**

The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 is a set of nationally consistent standard that governs the protection of overseas students and delivery of courses to those students by providers registered on CRICOS - the Commonwealth Register of Institutions and Courses for Overseas Students. Only CRICOS courses can be offered to international students studying in Australia on a student visa. The National Code is established under the *Education Services for Overseas Students (ESOS) Act 2000*. To become CRICOS-registered a provider must demonstrate that it complies with the requirements of the National Code.

The objectives of the National Code are:

- (a.) support the ESOS framework, including supporting the effective administration of the framework by the Australian Government and state and territory governments
- (b.) establish and safeguard Australia's international reputation as a provider of high quality education and training by:

- ensuring that education and training for overseas students meets nationally consistent standards, and
- ensuring the integrity of registered providers

(c.) protect the interests of overseas students by:

- ensuring that appropriate consumer protection mechanisms exist
- ensuring that student welfare and support services for overseas students meet nationally consistent standards, and
- providing nationally consistent standards for dealing with student complaints and appeals

(d.) support registered providers in monitoring student compliance with student visa conditions and in reporting any student breaches to the Australian Government.

### **The ESOS Framework**

The TrEd College is committed to providing quality education and protecting your rights.

The Australian Government requires 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.

### **CRICOS**

The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) is a database of Australian education institutions. Any education institution that recruits, enrolls or teaches overseas students, must be registered on CRICOS.

Education institutions must also register each course they offer to overseas students.

Each institution and course registered on CRICOS has an identifying CRICOS number. The institution number must be shown on all promotional material offered to overseas students. If there is no number, then the institution may not be registered to teach overseas students.

To determine if an institution or course is registered on CRICOS, please check the publicly available website at: <http://cricos.deewr.gov.au/>

### **PRISMS**

The Provider Registration and International Students Management System (PRISMS) is a secure computer system that is the information source for CRICOS.

Education institutions and their courses are listed on PRISMS, as is each student studying in Australia on a student

visa. That is because this system interfaces with the Department of Immigration and Citizenship (DIAC) data.

Through PRISMS education institutions notify DIAC of each student's enrolment in a course. This should occur before the student applies for a student visa to study in Australia. The enrolment information generates an electronic Confirmation of Enrolment (eCoE) as evidence of enrolment in a registered, full-time course. This eCoE is a key requirement for DIAC to issue a student visa.

Education providers also use PRISMS to notify DIAC of students who may have breached the terms of their student visa - for example when the student has not been attending classes.

PRISMS has reduced visa fraud and ensured education institutions keep track of the students in their care.

### ***Protection for Overseas Students***

Overseas students on a student visa, 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.deewr.gov.au>. CRICOS registration guarantees that the course and the education provider at which study is undertaken meets the high standards necessary for overseas students.

The ESOS framework protects student rights, including:

- The right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from a provider and the provider's agent
- The requirement to sign a written agreement with the provider before or as fees are paid, setting out the services to be provided, fees payable and information about refunds of course money. A copy of the written agreement will be kept by the student and the RTO
- The right to get the education paid for. The ESOS framework includes consumer protection that will allow students to be placed in another course if the provider is unable to teach the course.
- The right to know:
  - How to use the provider's student support services.
  - Who the contact officer is for overseas students.
  - How to apply for course credit.
  - How to apply for enrolment deferment, enrolment suspension or cancellation.
  - The provider's requirements for satisfactory progress in the courses of study.
  - How attendance will be monitored.

- How to use the provider's complaints and appeals process.

The student responsibilities include:

- Satisfy the student visa condition.
- Maintain Overseas Student Health Cover (OSHC) for the period of the stay.
- Meet the terms of the written agreement with the provider.
- Inform the provider of any change of address.
- Maintain satisfactory course progress.
- Follow the provider's attendance policy.

A full copy of the ESOS Framework is available at the following link: [Click Here](#)

## Plagiarism Misconduct

TrEd College is committed to ensuring a great learning experience for its learners. It aims to provide a learning environment that fosters the qualities of independent learning and academic integrity.

This policy seeks to encourage ethical conduct and to inform staff and learners about TrEd College standards of academic behaviour. Learners have a responsibility to maintain the highest standards of academic integrity in their work. Learners must not cheat in assessment and must ensure that they do not plagiarise.

### ***What is Plagiarism?***

Plagiarism is the act of misrepresenting as one's own original work the ideas, interpretations, words or creative works of another. These include published and unpublished documents, designs, music, sounds, images, photographs, computer codes and ideas gained through working in a group. These ideas, interpretations, words or works may be found in print and/or electronic media.

### ***Academic Integrity***

One of the core functions of TrEd College is to develop learner's ability to apply critical reasoning to assessment activities through independent thought and to make decisions that reflect the learner's considerations of the task or workplace requirement.

TrEd College acknowledges that to develop this ability, the learner will study the work of others via issued textbooks, learning material or through their own research. However, it is important that learners in their learning acknowledge, through appropriate referencing, earlier work from which they have drawn information.

### ***Referencing***

Referencing demonstrates that the learner has read the issued material or has undertaken their own research in other sources. Failure to reference appropriately is considered unethical academic behaviour and will result in a learner's work

not being accepted.

Learners should understand that assignment and project work submitted for assessment must consist of original effort. It is insufficient to simply copy work from other sources and submit it, even if those sources are appropriately acknowledged. Work submitted by a learner must have an original component.

The following are examples of plagiarism where a learner intentionally does not acknowledgement or reference an author or source:

- Direct copying of paragraphs, sentences, a single sentence or significant parts of a sentence;
- Direct copying of paragraphs, sentences, a single sentence or significant parts of a sentence with an end reference but without quotation marks around the copied text;
- Copying ideas, concepts, research results, computer codes, statistical tables, designs, images, sounds or text or any combination of these;
- Paraphrasing, summarising or simply rearranging another person's words, ideas, etc., without reference or explanation.
- Offering an idea or interpretation that is not one's own without identifying whose idea or interpretation it is;

- A 'cut and paste' of statements from multiple sources;
- Presenting as independent, work done in collaboration with others;
- Copying or adapting another learner's original work into a submitted assessment item.
- Copying or adapting a learner's own work submitted in a previous essay or assessment.
- Alternatively, there will be instances when a learner unintentionally fails to cite sources or to do so adequately.

Careless or inadequate referencing or failure to reference will be considered poor practice. Where careless referencing is identified, the learner will be required to correct the error and resubmit an assignment.

### ***How to reference***

At TrEd College, learners are to be encouraged to apply the Harvard Referencing System in-text citation. This approach requires three pieces of information about a source within the text of the learners work. This information is:

- the name of the author or authors
- the year of publication
- the page number

### **Examples**

Citations may be placed at the end of a sentence (before the concluding punctuation) in brackets, eg:

- To succeed, the team will rely on both task process and group process (Dwyer, Hopwood 2010, p. 239)

A reference may be placed in the text to integrate the author's surname into the sentence, followed by the year of publication and page number, in brackets, eg:

- Dwyer and Hopwood (2010, p. 239) identify that to succeed, the team will rely on both task process and group process.

### ***Reference List***

At the end of the learners work, a List of References must be included. This should include all the books, journal articles and other sources of information you have used to research your assignment. The reference list should be laid out alphabetically and the title of the source should be italicised. Each reference must include:

- the name of the author or authors
- the year of publication
- the title of the publication
- the edition of publication
- the publisher
- place of publication

### Example

- Dwyer, J and Hopwood, N, 2010, *Management Strategies and Skills*, Sydney, McGraw Hill Australia

### **Common Knowledge**

In every field, there is a body of knowledge and material that has become part of the public domain and which can be drawn on without specific acknowledgment. Common knowledge includes facts that are generally known, such as common facts of history, common sense information, accepted folklore and aphorisms that have been adopted as part of common English language.

As examples, it would not be necessary to reference the following:

- That John Howard was the Prime Minister of Australia (common fact of history)
- That humans need food and water for survival (common sense observation)
- That the “Bunyip” is a man-eating Australian animals that live in water-holes, swamps and creeks (accepted folklore)

### **Cheating**

Cheating is defined as “a form of deceit with a view to gaining an advantage for the cheat.” At TrEd College, cheating is usually related to taking unauthorised material

into assessments. TrEd College Trainers have a responsibility to explain clearly expectations related to any assessment, what constitutes cheating, and to promote a climate of honesty in learners.

### **Staff responsibilities**

TrEd College staff are responsible to:

- Inform all learners of expectations related to assessment;
- Inform all learners of referencing techniques and provide clear examples of what is acceptable;
- Explain to learners what constitutes plagiarism;
- Set realistic assessment activities and vary assignments and questions;
- Assist learners to understand and apply correct referencing techniques;
- Set appropriate conditions for group activities and make clear the distinction between group work and individual work; and
- Cultivate a climate of mutual respect for original work.

### **Learner responsibilities**

Learners are responsible to:

- Submit only work that is their own or that properly acknowledges the ideas, interpretations, words or

- creative works of others;
  - Avoid lending original work to others for any reason;
  - Be clear about assessment conditions and seek clarification if in doubt;
  - Be clear about what is appropriate referencing and the consequences of inappropriate referencing;
  - Discourage others from plagiarising by observing the practices above.
- identify if the learner has been previously warned of plagiarism; and
  - determine whether the learner is new to adult vocational education and training (it would be expected that continuing learners would be more likely to understand plagiarism and its consequences).

### ***Dealing with plagiarism***

In the case of suspected plagiarism the staff member will report the incident to the Chief Executive Officer. The Chief Executive Officer, in consultation with the staff member will determine if the plagiarism has resulted from poor academic practice or was intentional. This preliminary step may involve an informal interview with the learner.

The Chief Executive Officer and staff member will:

- consider the extent of the plagiarism (noting that the more extensive the plagiarism, the more likely it was intentional);
- review the course profile and other information provided to learners by the Training Manager to determine if adequate information had been given;

If the above factors have been considered and it has been determined that the plagiarism has arisen from poor academic practice, the learner is to be requested to revise the work and resubmit it for the assessment.

If, after consideration of the above factors it is determined that the plagiarism was intentional, the learner's work is not to be accepted and the learner is to be issued with an alternative assessment assignment to complete. The learner is to be given a formal warning (in writing) by the Chief Executive Officer explaining the seriousness of the incident and the consequences if the learner is found to plagiarise again.

Learners who commit plagiarism after being formally warned are to be withdrawn from the program they are enrolled and issued with a refund of their tuition fees less all expenses incurred by TrEd College up to the point of their withdrawal.

## Behaviour Misconduct

TrEd College seeks to provide an environment that is free from unacceptable behaviour and promotes a positive learning environment for all learners.

This policy seeks to encourage acceptable behaviour and to inform all staff and learners about TrEd College standards of behaviour.

### ***What is behaviour misconduct?***

Behaviour misconduct is defined as actions that breach TrEd College policies. This includes but is not limited to:

- Breaches of Commonwealth or State law which impact on RTO operations
- Behaviour that impairs the reasonable freedom of other persons (learners) to pursue their studies and participate in the activities of the RTO
- Refusing or failing to identify themselves truthfully
- Any act or failure to act that endangers the safety or health of any other person
- Actions that impair any person's participation in a legitimate RTO activity or, by act or omission disrupts the peace or good order of the RTO
- Acting in a way that causes learners or staff or other persons within the RTO to fear for their personal safety

- Acting in a way that causes damage to RTO property
- Wilfully obstructing or disrupting any official RTO meeting, ceremony, activity, class or examination/assessment
- Any form of harassment, whether based on gender, race, age, sexual preference or religious belief
- Wilfully damaging or wrongfully dealing with any RTO property, or the property within the RTO of any person, including theft
- Being under the influence of prohibited drugs and/or substances including alcohol
- Trespassing or knowingly entering any place within the premises of the RTO that is out of bounds to learners
- Making a false representation as to a matter affecting learner status
- Possession of dangerous articles or banned substances
- Abusive Behaviour

A learner must at all times maintain a high standard of behaviour while engaged in RTO activities either within the premises of the RTO or at another location.

### ***Staff responsibilities***

TrEd College staff are responsible to:

- Inform all learners of expectations related to behaviour;
- Explain to learners what constitutes behaviour misconduct;
- Model exemplary behaviour to act as a benchmark for learners and other staff;
- Supervise learner behaviour and the behaviour of other staff;
- Promote a positive environment that supports a learner's individual personality whilst setting clear boundaries relating to acceptable behaviour;
- Respond immediately to observed behaviour misconduct to maintain a safe environment for staff and learners and to protect the rights of individuals or groups;
- If the observed behaviour misconduct is serious in nature, the staff member may suspend the learners continued participation in RTO activities (training sessions, assessment, study sessions, lab sessions, field activities, etc);
- Report (in writing) behaviour misconduct when it is observed and actions taken in the immediate response using the Learner Behaviour Misconduct Report.

If the staff member reporting the incident considers that the learner may be violent

or is likely to cause harm to other learners and /or staff, or damage property at the RTO, the Chief Executive Officer should be contacted immediately to assess the risk. If necessary the Police are to be contacted and requested to respond to control the situation.

### ***Learner responsibilities***

Learners are responsible to:

- Be informed of and comply with Commonwealth or State law
- Behave in a way that supports the freedom of other persons (learners) to pursue their studies and participate in the activities of the RTO
- Identify themselves truthfully
- Behave in a way that supports the safety or health of any other person
- Maintain the peace or good order of the RTO
- Treat RTO property with respect and prevent damage or destruction of property
- Behave in a way that supports the conduct of official RTO meeting, ceremony, activity, class or examination/assessment
- Treat others with respect and not discriminate based on gender, race, age, sexual preference or religious belief

- Be free from (not under the influence of) prohibited drugs and/or substances including alcohol during attendance at the RTO
- Not trespass or knowingly entering any place within the premises of the RTO that is out of bounds to learners
- Give truthful information relating to learner status
- Communicate in a way that demonstrates respect for others and is free from verbal abuse

### ***Dealing with behaviour misconduct***

The Chief Executive Officer may, in respect of any behaviour misconduct by a learner:

- Immediately suspended the learner for a period not exceeding fourteen (14) days as may be determined.
- Advise the learner in writing of the alleged incident of misconduct and that they have twenty (20) working days to make oral or written representations regarding the alleged incident of misconduct.
- Where State or Commonwealth laws appear to have been breached, the matter **will** be referred to the police or other appropriate authority.
- Impose one or more of the following behavioural management strategies:

- Reprimand and warn (formal warning in writing) the learner against repetition of the misconduct;
- Suspend the learner from using all or some RTO facilities and / or services for a designated period of time;
- Instigate a behavioural management contract with the learner including agreed monitoring arrangements and consequences based on repetition of the misconduct;
- Cancel the learner's enrolment (serious misconduct involving violence to others, damage to property or breach of State or Commonwealth law).

Learners are to be provided a written statement detailing the decision, including information on their right to appeal the decision.

Learners who commit behavioural misconduct after being formally warned are to have their enrolment cancelled and will not be entitled to a refund. This does not limit the requirement to provide the learner suitable warning in writing, the opportunity to make oral or written representations regarding the misconduct or their right to appeal a decision.

## Cost of living in Australia

As a student visa holder, you will be required to have approximately AUD\$20,290 per person per year for living expenses, as advised by the Australian Government. However, the actual cost depends on your individual lifestyle and you should budget for approximately AUD\$25,000 per year per adult. Remember, your living expenses are separate from your tuition fees.

As it can often take some time for money to be transferred from your home country to Australia, you will need to bring enough money with you to cover your expenses for the first few weeks. Foreign currency can be exchanged for Australian currency at Sydney Airport. If you arrive on a weekend (Saturday/Sunday) and do not change some currency at the airport you may not be able to change it until the next working day.

## Cost of Living Guide

(All prices in the below table are quoted in Australian Dollars.)

Housing:

### PRIVATE RENTAL

\$175-\$400/wk

This is true independent living - renting an apartment or a house either alone or with housemates. Living with others is ideal for meeting new people and reducing your costs. However, if you decide to go alone you will have to pay for everything and

may get lonely (depending on your personality).

Rentals come either furnished or unfurnished. Both will require you to buy the basic necessities but furnished will at least have the major furniture and appliances.

### HOMESTAY

\$250-\$300/wk

A homestay is staying with a family in their home with meals, internet and utilities covered by the family. While homestays are a popular option for a true Australian experience, some students can find living with a family frustrating at times. Also, some homestays are located further away from institutions than other options.

### STUDENT APARTMENT

\$250-\$500/wk

These large centres are full of apartments of varying sizes (1 to 5 bedrooms). You will get a fully furnished bedroom with 24 hour support, internet included and private ensuites are available.

Generally, they are conveniently located (in the city) for students, are secure, safe and they often boast a real sense of community. Many have a social calendar so you can make friends. The downside to this is the internet can slow down at peak times and the rooms can be quite small.

## Expenses:

---

### Transport

---

Airport Transfer	\$20-\$100	Based on transport costs from the airport to Sydney metro area
Petrol (1 litre)	\$1.20-\$1.60	Various type of petrol is available in different petrol stations.
Bus and train fares	\$25-\$50+	Depends on how far you live from the campus and how often you use public transport. Check the Transport NSW Opal Card website for more details.

---

### Textbook and Course-related

---

Computer	\$750+	Varies depending on your brand of choice and model.
Textbooks	\$400+	You can save money by buying second hand books.
Stationary/Photocopying	\$15	TrEd College offers photocopying to it's students at A4 copying and printing services at following cost: A4 Black and White – 20 cents A4 Colour – 50 cents You can also purchase stationary at discount department stores.

---

### Clothes

---

Bedding	\$145-\$800	Based on costs if you have not brought it with you, or it is not provided in your accommodation
---------	-------------	---

---

---

### Clothes

---

Warm clothing	\$50-\$150	Especially in winter (June to August) if you are coming from a tropical climate.
---------------	------------	--

---

### Mobile

---

Mobile (cell) phone	\$30 - \$200	Varies depending on mobile contract or pre-paid prices.
---------------------	--------------	---

---

International calls	\$5-\$25	International calling cards (phone cards) to call home are available and are generally a cheaper way to call home.
---------------------	----------	--

---

---

### Food and Groceries

Bottle of water	\$1-\$3
-----------------	---------

Loaf of bread	\$1.50-\$4
---------------	------------

Milk (1 litre)	\$2
----------------	-----

Rice (1 kg)	\$2-\$4
-------------	---------

Cup of coffee or tea	\$2.50-\$5.50
----------------------	---------------

Soft drink	\$2-\$4
------------	---------

Potato (1 kg)	\$5
---------------	-----

Can of tuna	\$2
-------------	-----

Apples (1 kg)	\$4
---------------	-----

Oranges (1 kg)	\$5
----------------	-----

Lettuce	\$2.5
Instant noodles	\$2
Alcohol beverages	\$8-\$15
Toothpaste	\$2-\$6
Deodorant	\$3-\$7
Manicure	\$30-\$50
Haircut/style	\$15-\$60
Lunch in a cafe	\$10-\$20
Lunch on-campus	\$5-\$15

### Further Information

[NSW Fair Trading Consumer Guide \(PDF, 809.27 KB\)](#) (opens in new window) 

[Department of Home Affairs \(DOHA\)](#) (opens in new window) 

[Study in Australia](#) (opens in new window) 

[Opal Card Homepage \(public transport\)](#) (opens in new window) 

[Transport NSW](#) (opens in new window) 

### Changes to terms and conditions

TrEd College reserves the right to amend the conditions of the student's enrolment at any time. If amendments are made that effect the student's enrolment the student will be informed 7 days prior to changes taking effect. No changes will apply retrospectively.

### Contact Information

*Training Coordinator:*

*E-mail: [info@tredcollege.edu.au](mailto:info@tredcollege.edu.au)*

*Phone: +61 (02) 9870 7688*

*Postal Address: TrEd College, Suite 2,*

*17 Khartoum Road, Macquarie Park,  
NSW 2113 Australia*