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EVERTHOUGHT
College of Construction

RTO: 51681 | CRICOS: 02898C

ABN: 70 123 363 495

International Student Handbook

Perth: Unit 392 Mallard Way Cannington WA 6107

Brisbane: Building 4 / 460-492 Beaudesert Road, Salisbury QLD 4107

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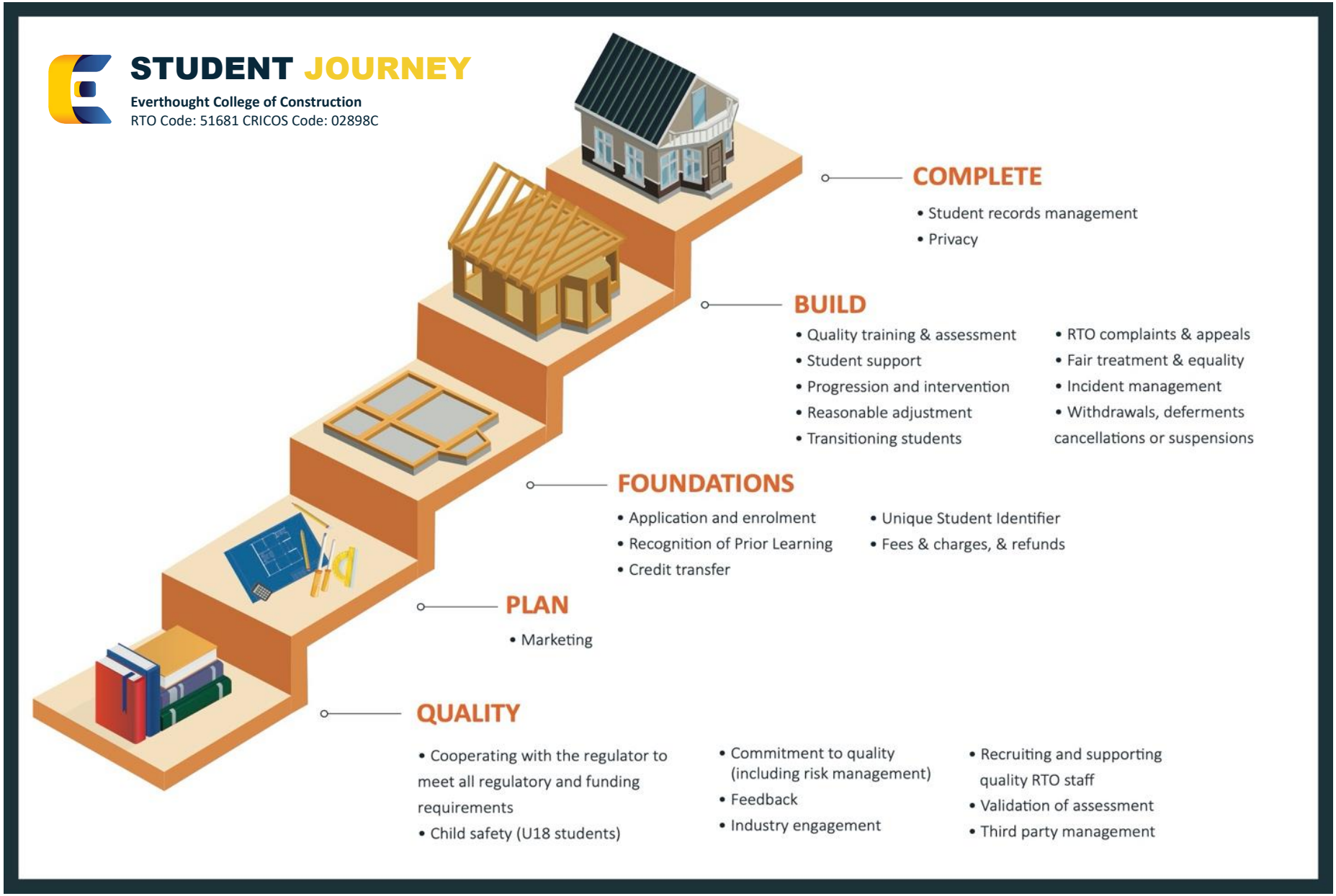
STUDENT JOURNEY
Everthought College of Construction
RTO Code: 51681 CRICOS Code: 02898C
COMPLETE
• Student records management
• Privacy
BUILD
• Quality training & assessment
• Student support
• Progression and intervention
• Reasonable adjustment
• Transitioning students
• RTO complaints & appeals
• Fair treatment & equality
• Incident management
• Withdrawals, deferments cancellations or suspensions
FOUNDATIONS
• Application and enrolment
• Recognition of Prior Learning
• Credit transfer
• Unique Student Identifier
• Fees & charges, & refunds
PLAN
• Marketing
QUALITY
• Cooperating with the regulator to meet all regulatory and funding requirements
• Child safety (U18 students)
• Commitment to quality (including risk management)
• Feedback
• Industry engagement
• Recruiting and supporting quality RTO staff
• Validation of assessment
• Third party management

Section 1. WELCOME TO EVERTHOUGHT COLLEGE OF CONSTRUCTION (ECOC)

1.01 MESSAGE FROM GENERAL MANAGER

Welcome to your new course and thank you for selecting Everthought College of Construction as your preferred place of study. As General Manager, I can assure students that I will fully support the implementation of all quality, management and operational functions articulated in this Student Handbook. I will ensure myself and the ECOC team adhere to our underlying philosophy of continuous quality improvement in all aspects of our operations. We welcome your input to ensure that our services meet your expectations.

This Student Handbook provides the direction that informs and guides Everthought College of Construction (ECOC) towards the provision of best practice in training development, management, and service delivery. It also shares the rules that we must all adhere to, which are aligned with the Commonwealth regulation and legislation, and which govern all Australian vocational Registered Training Organisations (RTOs) which are delivering accredited training services to international students. For all our international students, it will ensure that your investment provides the very best possible training experience and outcome.

Thank you once again for choosing ECOC to deliver your training needs. We trust that this Handbook will provide the information you need to proceed with your enrolment and successfully complete your training. Prior to enrolment in one of our courses, you will have an opportunity to discuss the information in this Student Handbook with one of our team who will confirm that you have had a chance to consider and that you understand this important information. If you have any questions prior to enrolment or at any time in the future, please don't hesitate to contact myself or members of the team.

I wish you every success!
Michael Wallace

1.02 CORONAVIRUS MESSAGE TO OUR STUDENTS

The safety and wellbeing of our students is paramount. We will be keeping you informed through your trainer if changes to your study plans are required.

In the meanwhile, please follow the health precautions of:

- washing your hands thoroughly and regularly with soap and water, for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- avoid touching your eyes, nose, and mouth with unwashed hands.
- cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow and throw away the tissue immediately.
- do NOT come to work/training facility if you are sick. Please let us know that you are unwell and stay home, except to get medical care. Learn what to do if you are sick. Please also advise us of the medical advice you received.
- follow any additional health order requirements that are released from the Government.

In you would like further information, a link for real time updates and factsheets from the Department of Health is available here: https://www.health.gov.au/resources/collections/novel-coronavirus-2019-ncov-resources?language=und

Section 2. OVERVIEW OF AUSTRALIA

2.01 ABOUT AUSTRALIA

Students who want to study in an English-speaking country have several choices, including Australia, New Zealand, the UK, USA, and Canada. However, many students choose Australia because of our quality education system, which is recognised worldwide, our low cost of living and high living standards. Our educational system is regulated by the government to ensure that all institutions consistently maintain quality standards. Also, institutions that enrol international students must comply with additional requirements, to ensure that the students are accurately informed about their course of study, and that their financial investment is protected.

Australia consists of six states, two major mainland territories, and other minor territories. The states are New South Wales, Queensland, South Australia, Tasmania, Victoria, and Western Australia. The two major mainland territories are the Northern Territory and the Australian Capital Territory.

Please refer to the following websites to get general information about living in Australia.

- **Living and Education costs in Australia**: http://www.studyinaustralia.gov.au/global/live-in-australia/living-costs
- **Health and safety in Australia:** https://www.studyaustralia.gov.au/english/live/health-and-safety/health-and-safety
- **Work while you study:** https://www.studyaustralia.gov.au/english/live/work/work-while-you-study
- **Transport information**:https://www.studyaustralia.gov.au/english/live/plan-your-arrival/transport/transport

2.02 AUSTRALIAN PEOPLE AND LIFESTYLE

Australians are generally friendly, easy-going people who work hard during the week and enjoy a relaxed laid-back lifestyle during the weekend. Australian people enjoy outdoor activities, such as sport, beach activities, backyard barbecues and family picnics. Young people like spending time with their friends – going to sporting events, music festivals, concerts, live performances, night clubs and restaurants are quite common forms of socialising.

2.03 BRINGING YOUR FAMILY TO AUSTRALIA

You can bring your family to Australia on a student visa. Please visit the Department of Home Affairs website at https://www.homeaffairs.gov.au/trav/stud for further information regarding eligibility criteria and the application process.

2.04 WORKING IN AUSTRALIA

If you choose to work in Australia, you have the same rights and obligations in the workplace as any other employee. You can find out more about your rights before you apply for a job from the Fair Work Ombudsman at https://www.fairwork.gov.au/

You will need to obtain a Tax File Number (TFN) to work in Australia. Please visit the Australia Tax Office website at https://www.ato.gov.au/ for information about their requirements and the application processes.

While your student visa allows you to work 48 hours per fortnight, please understand that it is not necessarily easy to find work in Australia. You cannot depend on your income in Australia to pay for your fees or living expenses. Your ability to find work depends on your English proficiency, qualifications, previous work experience, skills, a positive and friendly attitude.

Several international students work on a casual basis in the following types of jobs:

- taxi drivers
- wait-staff at restaurants.

- check-out counters at retail shops
- farm work
- general office administration
- cleaners

Some international students may find work in their own professional area of expertise or experience; however, it may take time to find your preferred job.

2.05 ACCOMMODATION

Most international students over the age of 18 live independently in shared or private rental accommodation. Some international students opt to live in homestay accommodation, while others may have the option to live with friends and family. The information below will help you to decide about your choice of accommodation.

These websites can help international students to arrange a place to live:

- https://www.rent.com/
- https://www.realestate.com.au/rent/
- https://www.domain.com.au/
- www.flatmates.com.au

You can find share accommodation or rent a unit or house with friends. Searching for the right place could take a couple of weeks, so it's recommended that you book temporary accommodation before arriving.

2.06 TRANSPORTATION

Depending on where Students live, students either:

- Walk; or
- Ride bicycles; or
- Catch trains or buses.

Sometimes students need to use two buses or a bus and train if they live a long way from their college. You will need to cover the cost (if any) of your transportation to and from college each day.

2.06(a) Queensland Public transport

Queensland Transport Link: https://translink.com.au/

This link can be used for:

- Tickets & fares
- Travel information
- Apply for concession.
- Apply for go card.
- Plan your journey.

Translink operates Queensland public transport including trains, buses, and public ferries.

2.06(b) Western Australia Transport

Western Australia Transport Link: https://www.transperth.wa.gov.au/

This link can be used for:

- Tickets & fares
- Travel information
- Apply for concession.
- Apply for go card.
- Plan your journey.

Transperth operates Western Australia's public transport including trains, buses, and public ferries.

2.07 Medical Services

As an international student on a student visa, you are required to have Overseas Student Health Cover (OSHC) for the duration of your studies. This is a requirement of your student visa and is compulsory.

All international students would have paid for private Health Insurance, from an Australian company, prior to their arrival in Australia. If you arranged your own OSHC, you would need to visit your OSHC provider's office with your passport to obtain your membership card. If ECOC has arranged OSHC on your behalf, your membership card will be provided at Orientation.

OSHC provides cover when you need to visit a doctor or go to Hospital. The level of cover will depend on your individual policy entitlements and rates charged by the medical practitioner/service provider. You may possibly be required to pay at the time of consultation approximately $80 – $8100. Pay, and obtain a receipt from the doctor's receptionist to make a claim from your OSHC provider. Waiting periods may apply for pre-existing conditions and pregnancy related services. Further details can be obtained from your OSHC provider. OSHC provides benefits for prescription medicines. You are required to pay a contribution towards the cost of each prescription item.

2.07(a) What are you covered for? OSHC may help you pay for?

- Medical practitioners (including specialists) who treat you at the doctor's surgery, Hospital or at home.
- Pathology services such as blood tests
- X-rays
- Hospitals – Public or Private
- Emergency ambulance transport (medically necessary). OSHC pays 100% of the charge for medically necessary ambulance transport when medical attention is required immediately.

2.07(b) How to find a local doctor?

To find a doctor in your area, you can use the find a health service tool on the healthdirect website https://www.healthdirect.gov.au/ or you can call their 24 hour health advice at 1800 022 222 and you can also search for the kind of doctor you need.

Also, check with your OSHC provider, who may have special arrangements in place with certain doctors. If you are sick, you should see a doctor immediately.

2.07(c) What to do in case of an emergency?

For any emergency where Police, Fire Brigade or Ambulance assistance is required immediately call '000'.

How 000 works
000 calls are answered by an operator who will ask which service you require - Police, Fire or Ambulance. The operator will ask relevant questions, and arrange an appropriate response from the local Police, Ambulance or Fire Service. 000 Calls are free on all mobile phones.

Useful emergency websites:
Queensland

- Police Service - http://www.police.qld.gov.au/
- Ambulance Service - http://www.ambulance.qld.gov.au/
- Fire & Emergency Services - https://www.qfes.qld.gov.au/

Western Australia

- Police Service - https://www.police.wa.gov.au/
- Ambulance Service - https://www.stjohnambulance.com.au
- Fire & Emergency Services - https://www.dfes.wa.gov.au/pages/default.aspx/

2.08 Legal Services in Australia

Students are advised to carefully select legal advisors, particularly in relation to migration advice.

2.08(a) Migration Agents

In Australia, migration agents must be registered with the Office of the Migration Agents Registration Authority (Office of the MARA) to provide immigration assistance services.

A registered migration agent can advise on visa requirements, help an applicant lodge a visa application and deal with the Department of Home Affairs on an applicant's behalf, usually for a fee.

If an applicant chooses to seek migration advice, e.g., because they do not feel confident lodging an application, or if their case is complex, it is important that a registered migration agent is used.

Note: An applicant does not have to use a migration agent to lodge a visa application with the DHA, and a migration agent cannot influence the outcome of the application.

2.08(b) Lawyers/ Solicitors

If you haven't used a lawyer/ solicitor before, you may not know where to find one, what to expect when using one, or what to do if things don't work out as you expected.

You can use the Queensland Law Society website to find a registered lawyer: https://www.qls.com.au/Home

You can use the Western Australia Law Society website to find a registered lawyer: https://www.lawsocietywa.asn.au/

2.09 Department Of Home Affairs

If you need to contact the Department of Home Affairs, the contact details are as follows: National telephone numbers:

- General enquiries: 13 18 81
- Translating and Interpreting Service: 131 450

Section 3. OVERVIEW OF ECOC

3.01 OUR VISION

Our vision is to be recognised as a leading provider of quality education and training in the building & construction industry, where people can learn and excel. Everthought College of Construction (ECOC) welcomes people of all cultures, religions and ethnic origins. We are an independent training organisation which has no formal affiliations with political parties, unions or religious groups.

3.02 OUR AIM

Our aim is to promote and enhance the skills of industry in Queensland and Western Australia and for our students to achieve excellence in their chosen field.

3.03 OUR MISSION STATEMENT

Our Mission Statement is to provide high quality, accessible educational opportunities and services which promote individual development and improve the overall quality of life in a diverse community. We value our role as an educational leader, embracing change and responding to the complex needs of those it serves. As such, we are committed to access and equity, teaching excellence, lifelong learning, partnership building and economic development.

Our Goals are to:

- provide career programs which meet the needs of students and employers.
- provide opportunities for personal growth and cultural enrichment.
- deliver support programs to help students achieve their goals.
- lead in the creation of partnerships which foster the economic development of the region.
- provide students with an understanding and appreciation of world cultures.
- help prepare our community to succeed in the global economy.

We are dedicated to creating a challenging and supportive environment where all members of our community can attain their educational and personal goals. We encourage everyone to take responsibility for their learning, to discover their potential, and to achieve their ambitions.

Recognising that our diversity is an important source of our strength, we respond to the needs of our community and expect that everyone at ECOC respects the rights and affirms the dignity of all people. We strive to maintain a safe and trustful environment where together we can engage in open dialogue.

3.04 REGULATORY FRAMEWORK

As a Registered Training Organisation (RTO), Everthought College of Construction (ECOC) is subject to the regulatory framework that governs the Australian Vocational Education and Training sector and protects both RTOs and students. The legislative framework established by the National Vocational Education and Training Regulator Act 2011 and related legislation, empowers the Australian Skills Quality Authority (ASQA) as the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers according to the Standards for Registered Training Organisations 2015 to ensure nationally approved quality standards for training are met. In addition, ASQA regulates training providers such as ECOC who are registered to deliver services to international students through the ESOS Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (continuing registration).

3.05 ACCESS, EQUITY, STUDENT AND ADMISSIONS

Every student who meets the entry requirements (if applicable) as prescribed by the appropriate Training Package and Genuine Student (GS) criteria, will be accepted into any training/assessment program. ECOC will incorporate the

principles of equity into all programs. Students have equitable access to all programs irrespective of their gender, culture, linguistic background, race, location, socio- economic background or disability.

3.06 National Recognition

ECOC recognises the assessment decisions of any other Registered Training Organisation (RTO) and the Statements of Attainment and Qualifications issued by any other RTO.

3.07 Language, Literacy and Numeracy

ECOC recognises that all vocational training includes language, literacy and numeracy tasks and all the College trainers and assessors provide:

- course materials, resources and assessment tools and tasks that do not require students to have language, literacy and numeracy skills of more complexity than those used in the workplace for the competencies being taught/assessed;
- clear models of the language/literacy/numeracy task;
- opportunities for repeated and supported practice; and
- opportunities for independent practice.

Where some students require additional practice and training ECOC provides language support. If ECOC does not have specific support required by specific learners, ECOC will assist the student in identifying alternative training organisations that can provide the specialist support.

Section 4. QUALITY APPROACH OF ECOC

The General Manager recognises that opportunities for improvement arise in every aspect of business and has developed an organisational culture within ECOC to capitalise on these opportunities for improved practice. ECOC supplies feedback forms to all international students at the commencement of, during and at the end of each program, as student feedback has been identified as an important and valuable factor in monitoring and developing business practices and quality training, ensuring the ever-changing needs and expectations of clients are being met. The General Manager also welcomes feedback from other improvement opportunities such as risk assessment, student suggestions (a feedback form is available on the website), complaints and appeals, validation of assessment sessions and audit reports.

Student feedback is critical to our continuous improvement policy. Along with the formal feedback mentioned earlier, students are encouraged to give feedback throughout their enrolment process.

In order to encourage and achieve continuous improvement based on the collection of the above-mentioned data, ECOC has developed a **Continuous Improvement Register** which includes a written record of all improvement strategies, and of course, follow up action.

ECOC is responsible for issuing your AQF nationally accredited qualification. In very rare times, if ECOC does not have the expertise to deliver specific units: in these instances, you will be provided details through the application process of the other training provider who has partnered with us, so that you can make a fully informed decision. The final certificate will be issued from ECOC, with credit transfer granted for these other units.

4.01 STUDENTS JOURNEY

We want you to experience a positive learning journey and have worked to capture that journey in our student experience framework. Each of the aspects of your journey, regardless of if it is a full qualification or a short course, are included in the information provided in the rest of this Handbook, including the policies and procedures that underpin the activity of ECOC. Our student journey is made up of 5 important segments:

1. Plan
2. Foundations
3. Build
4. Completion, which is underpinned by
5. Quality

You have:

- the right to information about the course, units of competency and assessment requirements.
- the right to quality teaching which respects you as an individual and meets your needs.
- the right to feedback along the way, especially with your assessments and your progression.
- the right to support to address any barriers to your learning, including non-educational matters.
- the right to not waste time on previously studied units which are equivalent to those in your enrolled course and/or where you may have some equivalent work or life experiences.
- the right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status.
- the right to be free from all forms of intimidation.
- the right to work in a safe, clean, orderly and cooperative environment.
- the right to have personal property (including computer files and student work) and ECOC's property protected from damage or other misuse.
- the right to have any disputes settled in a fair and rational manner (this is accomplished by the **Complaints and Appeals Policy and Procedure**)
- the right to work and learn in a supportive environment without interference from others.

- the right to express and share ideas and to ask questions, and
- the right to be treated with politeness and courteously at all times.

We at ECOC commit to you that we will:

- provide you with sufficient information to allow you to make a decision on the right course for your needs.
- provide a student focused service and treat you and every student with respect and equally.
- take care of your and others' health and safety.
- provide you with all the resources required including access to qualified professional trainers/assessors.
- be aware of current industry trends and best leading practices which we interpret into our training programs.
- provide you with ongoing feedback.
- accept and consider your feedback as part of our continuous improvement agenda.
- issue you with the AQF certification documentation as the responsible RTO, based on you meeting all the requirements.
- abide by all relevant legislation and regulation and commit to keeping you informed of any amendments (refer to Legislative and Regulatory Requirements section in this **Student Handbook**).

4.02 Our Trainers

ECOC recognises the importance and benefits of combining industry experience with tertiary education when striving to deliver programs of highest quality and relevance to the client. All trainers and assessors employed or contracted by ECOC have demonstrated significant industry experience in addition to obtaining tertiary qualifications, allowing them to provide a professional, well rounded learning environment for students. Staff are equipped with the skills to ensure their teaching methods are suitable for all students, utilising simple language where appropriate to communicate information most effectively. All staff across ECOC strictly adhere to the Standards for RTOs 2015 and National Code to continue delivering training services of the highest quality.

4.03 Student Protection

It is the intention of the General Manager of ECOC that all students will receive the full training services paid for at all times. The continuous improvement and quality management practices employed by ECOC General Manager and staff are designed to proactively identify any anomaly that might cause a business interruption or training failure and address this situation before any students are affected. In the event that either the student opts to withdraw early or ECOC fails to deliver the agreed services, including in the unlikely event of termination of services, then our **Fees, Charges and Refunds Policy and Procedure** can be actioned to determine any refund owing to you. It is important to have read and understood the various circumstances where you will be eligible and where you will not be eligible for a refund as part of your application process. The Policy also shares how to apply for a refund.

In line with regulatory requirements, ECOC protects fees taken from international students through the Tuition Protection Scheme (TPS). In the unlikely event that an issue arises and ECOC cannot deliver the agreed course which you have paid for, it will:

- make an alternative course placement available for you to consider or
- provide you with a refund and refer you to the TPS.

Further information about the TPS may be found in the Commonwealth government's brochure: **Are you an international student studying in Australia on a student visa?**:

While ECOC guarantee that all students will receive the full training services paid for, it does not guarantee a student will successfully complete the course in which they are enrolled or that the student will obtain a particular employment outcome outside the control of ECOC.

4.04 Student Welfare, Guidance And Support Services

ECOC is committed to delivering high quality services that support students throughout their training and assessment. ECOC take a systematic approach to establishing and recognising the needs of each student, from the initial interest

phase in one of our courses. All staff members do their utmost to meet the needs of students. Where a student's need is outside the scope or skill of our expertise, they will be referred to an appropriate service or an alternate training organisation. Where needs are identified, you may be asked to sign an Individual Learning Plan, which is a mutually agreed plan of support. This is so that we can demonstrate our commitment in supporting you along your studies. More information is available within our Student Support Policy and Procedure.

Whilst all staff employed by ECOC have the responsibility to provide support to all students, ECOC has a team of dedicated Student Services Team who are available to all international students, on an appointment basis, through the standard hours of business (7:30am – 3.30pm).

Students can access the Student Services Team directly to organise an appointment by phone or emailing or by visiting reception and asking to speak to Student Services. In the case of a pressing matter that cannot wait until business hour students can contact student services team at after-hours number.

Contact	Name	email	Business hours
Emergency	Police, Fire, Ambulance	N/A	000
Student services	Brisbane - Michele Elkan	Intbne@everthought.com.au	1300 656 498
	Perth – Maheep Kaur	admin.perth@everthought.com.au	1300 656 498

4.04(a) Counselling support and services

Counselling support services are available for all students regarding any welfare matters.

Specialist psychologist/professional counsellor. We can make arrangements for you, as required. We do not charge a fee for helping with the arrangements, however, these services are available on a fee-for service basis.

4.04(b) Other options for support include

While we do have internal staff capable of offering welfare and guidance services, we will work with you to accommodate and refer you to relevant professional services such as:

- Centrelink 131 021
- Mission Australia Helpline 1300 886 999
- Lifeline 131 114
- Interpreting Service 131 450
- Marist180 (07) 3368 1272

In summary, ECOC will provide:

- training programs and services that promote inclusion and are free from discrimination.
- support services, training, assessment and training materials to meet the needs of a variety of individual students.
- consideration of each individuals needs to provide the best opportunity for skill development and attainment of qualifications that can lead to further training or employment.
- opportunity for consultation between staff and students so that all aspects of individual circumstances can be taken into consideration when planning training programs.
- consideration of the views of students' community, government agencies and organisations, and industry when planning training programs.
- access to information and course materials in a readily available, easily understood format.
- information to assist students in planning their pathway to further vocational education and training or higher education studies.

4.05 Student Information Commitment

ECOC is committed to a professional approach to all aspects of marketing of all courses and services that upholds the integrity and reputation of the VET sector by ensuring marketing is not false or misleading and is consistent with Australian Consumer Law.

ECOC will not give false or misleading information on any work-based training an overseas student is required to undertake or prerequisites for entry to the course, including English language.

Prospective students will never be promised possible migration outcomes as a result of undertaking ECOC's courses or be guaranteed successful assessment outcomes. ECOC provides all relevant information and directions to each international student prior to enrolment and as part of the student induction to enable the student to make informed decisions about undertaking training with ECOC. This includes information through your education agent.

In relation to your selected course, student should have received:

- the code, title and currency of the AQF qualification, skill set or VET course to which the student is to be enrolled, as published on the National Register the services the RTO will provide to the student including the:
    - estimated duration of the services
    - expected locations at which the services will be provided.
    - expected modes of delivery.
- tuition fees and charges and any incidental charges.
- the student's obligations including any requirements that ECOC require the student to meet to enter and successfully complete their chosen AQF qualification, skill set or VET course.
- any materials and equipment that the student must provide themselves, including steel capped boots and home access to a computer or laptop and internet.

Where there are any changes to agreed services, ECOC will advise the student in writing and with a follow-up telephone call as soon as practicable, including in relation to any new third-party arrangements or a change in ownership or changes to existing third party arrangements. You have the right to consider whether you would like to continue your studies with ECOC should this occur. Our **Fees and Charges and Refunds Policy and Procedure** will apply in these unlikely instances.

4.06 Your Rights

The ESOS framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent.
- If you are under 18, to ensure your safety; you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- Your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to deliver your course.

The ESOS framework sets out the standards which Australian education providers, offering education services to overseas students, must obey. These standards cover a range of information you have a right to know and services that must be offered, including:

- orientation and access to support services to help you study and adjust to life in Australia.
- who the student services officer or officers is/are for overseas students.
- if you can apply for course credit.
- when your enrolment can be deferred, suspended or cancelled.

- what your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well.
- how progress will be monitored for your course, and
- a complaints and appeals process.

4.07 Your Responsibility

As an overseas student on a student visa, you have responsibilities to:

- satisfy your student visa conditions.
- maintain your Overseas Student Health Cover (OSHC) for the period of your stay.
- meet the Terms of the Written Agreement with your Education Provider.
- inform your Provider if you change your address and emergency contact details within 7 days.
- maintain satisfactory course progress.
- follow the Everthought Progress Policy.

4.08 Written Agreement

ECOC recognises the importance of formalising enrolment of international students through written agreements with students so that obligations and expectations are clear to both parties. The Letter of Acceptance forms the written agreement, which clearly articulates the responsibilities of both ECOC and its overseas students. In consideration of the size of the agreement, ECOC uses website links to provide access to the relevant policies and procedures and this Student Handbook.

ECOC retains records of all written agreements, as well as receipts of payment made under the written agreement, for at least two years after the overseas student ceases to be an accepted student. Students of ECOC are also advised that they are responsible for keeping a copy of the written agreement and receipts of any payments of tuition fees or non-tuition fees.

4.09 Access to Student Records

Each student's records are available to them on request. Students' records are not available to other people unless ECOC is requested in writing by the student to allow such access. Please refer to the Privacy and Personal Information Policy for details.

4.10 Issuing Certificates

- Students who have completed their qualification will be identified by ECOC's administration staff, at the end of each term / period of study.
- Administration staff will check the student record to confirm all the units of competency satisfactorily completed. They will also ensure that all the student's marked assessments and portfolio of evidence is included in the student file. If any completed assessment record is missing, the administration staff will follow up with the relevant trainer/s and/or student to locate any missing marked assessment/s.
- Administration staff will check that student fees are paid in full. Certificates are not issued until all relevant fees have been paid in full.
- The above process is completed within 30 days from the course end date.
- In cases, where a student has completed additional units of competency due to clustering of units or timetabling by ECOC, the student may request a separate 'Statement of Attainment' for the unit/s of competency completed. There is no charge for this service.

4.11 Unique Student Identifier (USI)

The Unique Student Identifier (USI) scheme allows students to access a single online record of their VET achievements. The online system provides each student with a USI and allows for reliable confirmation of these achievements by employers and other RTOs. The USI scheme provides a national online authenticated record of your training attainment.

ECOC can only issue a qualification or statement of attainment to a student after the student has provided a verified USI or ECOC applies for a USI on behalf of the student. To avoid any delays in issuing certification documentation, ECOC will ensure that your USI has been applied for or verified at the time of enrolment. ECOC will protect the security of all information related to USIs, in line with our **USI Policy and Procedure** and **Privacy Policy and Procedure**.

Security measures are in place to protect both digital and hard-copy records from loss, damage or unauthorised access. ECOC stores paper-based records in locked cabinets. Digital records are backed up on a Cloud system. All AQF certification documentation issued by ECOC is kept for 30 years.

More information is available from ECOC's website, the Department of Industry's website where a comprehensive video outlines the USI scheme.

Section 5. YOUR OBLIGATIONS AS AN INTERNATIONAL STUDENT AT ECOC

5.01 ATTENDANCE AND PUNCTUALITY

- While attending your training you are expected to attend every scheduled day.
- An attendance register will be taken twice a day.
- You are expected to produce a medical certificate signed by a registered General Practitioner for any sick leave.
- You cannot take time off without good reason. Leave can only be authorised by prior arrangement. You must see reception to arrange leave.
- If you are absent for any reason, you must notify ECOC by contacting your trainer or Student Services prior to the start of class each day of your absence. Under Australian visa regulations, holders of student visas are required to attend a minimum of 80% of scheduled course hours.
- If you are absent for eight or more scheduled days without reasonable cause, it could lead to being assumed that you have abandoned your course. Course abandonment will lead to your enrolment being cancelled and the Department of Home Affairs (DHA) being notified.
- All students are expected to be on site 10 minutes before class starts to ensure classes commence on time. Your class times will be provided to you at your induction.
- To avoid classroom and workshop disruptions, students that are late at the commencement of the training day might not be able to attend classes and may be marked absent. This rule applies as trainers will not stop classes to repeat activity instructions and safety information shared at the commencement of the day, which is vital to active and safe participation. Upon notifying ECOC that you will be late, the class Trainer will assess if it is possible for you to safely attend the scheduled training or if you will need to be marked absent.

5.02 SUBMIT YOUR ASSESSMENTS BY THE DUE DATE

If you need an extension, please seek an extension via email from your trainer. We normally allow two weeks' extensions, except in compassionate or compelling circumstances that warrant additional time. Please note, if the assessments are not submitted in a timely manner this can impact your studies and can further affect your student visa conditions.

5.03 MAINTAIN SATISFACTORY ACADEMIC PROGRESS

This is a condition of your student visa. You are encouraged to talk to your trainers if you are experiencing difficulties in coping with your academic program. The college will try and help you with strategies and support options. Ongoing failure to maintain satisfactory academic progress can result in the cancellation of your student visa. See further details in the Course Progress Policy included in this handbook.

5.04 MAINTAIN OVERSEAS STUDENT HEALTH COVER

International students are required to maintain Overseas Student Health Cover For the duration of your studies in Australia, whilst on a Student Visa.

5.05 CONTACT DETAILS

Inform ECOC if you change your physical or postal address, email, phone number and emergency contact details within 7 days.

5.06 Under Work Health & Safety (WH&S) legislation, we must ask that you observe the following points:

- All students leaving the centre at lunchtime must inform their trainer and be back by the designated time agreed. The drinking of alcohol or use of illicit drugs at any time is strictly forbidden and will lead to instant dismissal from the campus and potentially the course.
- Any student reporting to campus in an intoxicated condition will be asked to leave the premises and relevant authorities may be contacted.
- Students are not to leave campus during course time without prior approval from their trainer. We need to be able to account for everyone present if any emergencies occur during the time, you are with us.

5.07 Dress Code

To ensure the safety of all students, ECOC has a dress code for students whilst attending the college. Trade studies students are required to bring their own and wear steel capped work boots on each training day, whether they are scheduled for classroom or workshop delivery. Flip flops or open toed shoes are NOT to be worn by any student at the ECOC campus at any time. Students must NOT wear singlets, sheer/potentially flammable or loose-fitting clothing as this is an injury risk in the workshop environment.

For outside practical projects, students should wear hats and provide their own sunscreen. Sunscreen will also be available onsite for use throughout the day.

Safety glasses and all other Personal Protective Equipment will be provided by ECOC and must be worn at all times as required.

5.08 Non-Smoking Policy

All indoor areas of ECOC (including all trade workshops) have been declared smoke free zones. Smoking should be restricted to official breaks only and only in the designated areas. Smokers are requested to use the sand buckets/smokers' trays provided to dispose of any cigarette butts. **Please do not put rubbish in these buckets as it represents a fire hazard.**

5.09 Safe Work Practices

An important part of your training is learning how to work safely. Each person must be involved in working safely for themselves and for the safety of others.

5.10 Personal Protective Equipment (PPE)

All students are issued with safety glasses. Whilst in training it is compulsory that you dress safely (refer to dress code). You must wear appropriate clothing, steel capped work boots at all times and other safety equipment as required. Students not wearing appropriate clothing and personal protective equipment will be sent home and marked absent from class.

5.11 Accident Protection

Safety is extremely important. Students will undergo a safety course as part of their course induction. Please follow all instructions carefully. If you do not understand any aspect of what you have been asked to do, please ask your Trainer to explain for more information. If you see something which you think may be a danger, please let us know immediately.

We are all here to help you. If you need any assistance or support, please feel free to approach anyone from ECOC. It is important for you to get the best out of your course, to enable you to confidently be part of the workforce.

5.12 Reporting Accidents

If you have an accident whilst in training, you must advise your trainer immediately. Any work-related injury must be documented on an **Incident Reporting Form** and reported to ECOC's office.

It is your responsibility to fill in all forms and return them as soon as possible. Remember that for time lost because of injury or illness, you must provide a Medical Certificate from your **doctor**.

All minor accidents are to be treated by our First Aid Officer

5.13 Critical Incident Policy

5.13(a) Introduction

What is Critical Incident?

A critical Incident may be defined as follows:

'A tragic or traumatic event or situation affecting a student or staff member which has the potential to cause unusually strong emotional reactions in the campus community.'

Examples of Critical Incidents in the International Student arena would include, but are not limited to:

- **Death** (including death of a dependant residing in Australia)
  - Accidental
  - Suicide
  - Result of an injury or terminal illness
  - Murder
- **Serious Illness** which causes the deterioration of the student/staff member's health over time.
- **Serious Injury** which prevents or severely affects the student's ability to continue with or complete the course.

Serious illness or injury would probably not be considered a critical incident in the broader campus community. However, considering the relatively 'close knit' nature of most international student communities, and their physical isolation from the familiar support networks they grew up with, critical incidents of this nature can have a wide reaching, sometimes devastating and usually long-lasting effect on a student's ability to cope with their studies. (Source: ISANA: Critical Incident Kit)

5.13(b) Legislation

The National Code 2018 - Standard 6.4

5.13(c) ECOC Contact Phone numbers.

Contact	Name	Business hours
Emergency	Police, Fire, Ambulance	000
Student services	Brisbane - Michele Elkan	1300 656 498
	Perth - Aisha Alan	1300 656 498

5.13(d) Initial Contact with the Student Services /General Manager

When first contacting the Student Services /General Manager of a serious incident include the following information:

- Name of victim
- Number of victims
- Suspected injuries
- When, what, where did it happen
- Current location of victim
- Victims present condition

- What is happening now?
- Estimated time of next communication and method of communication

5.13(e) Critical Incident Management Flow Chart

Step 1.
Survive - Preserve Life:
- Danger, Response, Airways, Breathing and Circulation
- Tend to the injured
- Secure safety of the area
- Account for everyone
- Establish facts

Step 2.
Contact emergency services: Ambulance, Fire Brigade and Police – 000

Step 3.
When a Critical Incident has been identified: A staff member receiving the news immediately contacts the General Manager

Step 4.
General Manager calls an immediate meeting with the following staff to make decisions as to how to proceed:
- Student Services Manger
- Compliance Manger
- PEO
- Other (If needed)

Step 5.
Action Plan
- Create clear understanding of known facts.
- Immediate response (refer to details in the following pages)
- Ongoing strategies
- Allocate individual roles/responsibilities for ongoing tasks

Critical Incident (Step 5) **Action Plan** in more detail:

Planning
At the initial meeting of the Critical Incident Team, the task is to:

- Create for themselves a clear understanding of the known facts.
- Plan an immediate response.
- Plan ongoing strategies.
- Allocate individual roles/responsibilities for ongoing tasks.

Immediate Response

Issues to be considered:

- Organise one member of the team to scribe for the meeting and keep records of content and decisions.
- Gather information on the student, including the following:
    - colour photograph
    - copy of passport including number, photo page and visa page.
    - Student's homestay parents address and telephone number.
    - Student's religion
    - Emergency contact telephone, with next of kin details, agent or sponsor (if applicable)
    - Any other identification details–student ID, course details, medical conditions, allergy information, etc
- Inform other stakeholders in line with ECOC.
- Arrangements for informing staff and students.
- Guidelines to staff about what information to give students.
- A written bulletin to staff if the matter is complex.
- Briefing reception and delegating a staff member to deal with telephone/counter enquiries.
- Managing media/publicity
    - Identification of those students and staff members more closely involved and therefore most at risk.
    - Those directly involved.
    - Personal friends/family of those involved .
    - Others who have experienced a similar past trauma.
    - Other students, staff, supervisors, etc
- Arrange a time and place for an initial group/individual debriefing session with Counsellor/s. In this session, an opportunity is given to share the impact of the event, discuss various interpretations of the event in cultural/ethnic terms, and resulting sense of vulnerability, the experience or painful emotions and the normalisation of reactions.
- Organise a tasks timetable for the next hour/day/etc.
- Plan ongoing feedback and regular meetings so that the team is continually in touch and working together.
- (In the case of death) contact enrolments to put a stop on the student's record.
- Prepare report and enter all details into the Critical Incident Register for review.

Ongoing and follow up response

These issues may need to be discussed at subsequent meetings.

- WHO is the DECISION MAKER?
- WHO will FOLLOW UP?
- Availability of mobile phone
- Notification of and liaison with sponsor/agent if applicable
- Arrangements for visits to/from family
- Liaison with police, doctors, hospital staff
- Hiring independent interpreters
- Death notices
- Funeral/memorial service arrangements
- Refund of student's fees to pay repatriation or associated expenses.
- Copy of death certificate
- Consideration of personal items and affairs (household and academic)
- Insurance matters, OSHC coverage, ambulance cover
- Formal stress management interventions required for students and/or staff (release from classes, leave, rescheduled assessments of exams)
- Liaison with academic staff or supervisors
- Arrangements for further debriefing sessions for groups/individuals as required.
- Liaison with immigration if studies will be interrupted.
- Fees issue to be resolved if student cannot continue with their studies.

- Legal issues – helping students get access to legal assistance, right to sue, etc.
- Arrangements for further debriefing sessions for groups/individuals as required.
- Follow up condolence letters to family.
- Roster of students for hospital visits.

5.14 Medicines

Students who take medicine on a regular basis are asked to bring their medicine with them each day. We are not permitted to issue any drugs, including painkillers.

All students must discuss with their trainer and/or the Student Services Team if they are taking medicine on a regular basis to determine suitability to work in trade workshops and use machinery and equipment. Where deemed necessary, Students may be asked to get a clearance from their doctor.

5.15 Restricted Areas

The following areas are out of bounds to all students, unless invited in by a staff member.

- the storerooms
- trainer's offices
- administration staff offices
- training rooms to which students are not assigned

5.16 Use of mobile phones

All students are asked to inform their families and friends to restrict incoming calls for emergencies only. Any other calls and messages will be taken by reception.
The use of personal mobile phones is prohibited during class and must be limited to formal break times.

5.17 Tools, equipment and training handouts

All equipment and materials needed for your training can be obtained from your trainer.
Your trainer will issue training notes to you, students are asked to keep their notes. Any training notes left lying around will be disposed of. You will be charged for replacement workbooks, PPE and student cards at prices as listed on the resources sign off sheet.

5.18 Parking

Students are requested to park their vehicles in the marked car parks provided, do not park in front of the training workshops or in front of the doorway of another business. These areas are reserved for staff. For your own safety and that of others, you are requested to drive slowly when entering and leaving the training centre precincts.

5.19 Lunchrooms

The cleanliness of the lunchrooms and outdoor lunch areas is your responsibility. You are requested to use the bins provided for food scraps and rubbish. For your convenience microwave ovens and fridges have been provided.
Please keep these areas clean. All spills are to be wiped up immediately, including underneath the microwaves.

5.20 Housekeeping

Clean, tidy and well-organised work areas and training rooms improve everybody's wellbeing and working conditions.
The regular cleaning and maintenance of the work areas and training rooms is everyone's responsibility.

5.21 GRAFFITI AND DAMAGE TO PROPERTY

The drawing of graffiti and other obscenities will not be tolerated under any circumstances. The wilful damage to any property will lead to prosecution. Students are not permitted to place their feet on tables or chairs whilst in class.

5.22 ANTI BULLYING

ECOC has a responsibility to ensure that the rights of its students are safeguarded. These includes the right to a learning environment free from discrimination and harassment. By definition, bullying is repeated oppression, psychological or physical, of a less powerful person or group by a more powerful person or group of persons. Any action, which impinges on these rights, is strongly condemned by ECOC. Actions, which fall into this category may include the following:

Harassment – unwelcome and offensive behaviour that humiliates, intimidates and/or undermines a person or group.

Bullying – persistent pattern of behaviour over a period of time that may include verbal abuse, physical assault, unjustified criticism, insults, spreading false or malicious rumours about someone.

Sexual Harassment – any verbal or physical sexual conduct that is unwelcome and uninvited. It may include pinching, touching, rude or offensive jokes, noises or displays of sexually graphic or suggestive materials.

Racial Discrimination – behaviour in a public place that incites hatred, serious contempt or ridicule of a person or group of people because of their race. A person's race includes their colour, country of birth, ancestry, ethnic origin or nationality.

5.23 DISCIPLINARY BEHAVIOUR

Anyone experiencing disagreeable, embarrassing or unpleasant behaviour (whether this be sexual or general in nature) from any participant, trainer or other person while attending an ECOC course, should report such incidents to the Student Service Officer. Where the matter is believed to be sexual harassment, female participants will be referred to a senior female member of staff for advice and assistance.

Anyone believed to be engaging in any activity, which falls into one of the above categories will be investigated and may be asked to leave the campus and may be dismissed from their course. Where required, relevant authorities will also be contacted.

5.23(a) Student code of Conduct

ECOC makes every effort to practice cooperation and mutual respect in all internal and external dealings to uphold high quality, professional training and assessment services. The same disciplined behaviour is expected of students as a contribution to a functional learning environment, and as a sign of respect to staff and fellow students. All students must agree to:

- respect other people's rights to hold different positions and views in our society which is accepting of diversity.
- be receptive to others point of view.
- not discriminate against another person for their beliefs, nationality, religion, age, associations or gender.
- not impose their own values on other students.
- be mindful and respectful that every student has the right to learn with equal opportunity, to develop their maximum potential.

Improper or Inappropriate Behaviour from our Students:
Improper or inappropriate behaviour is not permitted by any of our students and includes but is not restricted to:

- failing to attend as defined in the **Progression and Intervention Policy and Procedure** and as informed by your trainer and assessor, with no valid and substantiated explanation.
- persistent disruptive behaviour
- verbally abusive or hostile behaviour affecting fellow students and/or staff.

- behaviour of a discriminatory nature
- acting in a lewd way
- physical, written (including through social media) or verbal assault on staff, other students or members of the public or behaviour which is perceived to be threatening.
- cheating in an assessment/examination
- plagiarising another person's work
- theft from staff or students
- slander or harassment (whether verbal, sexual or otherwise) of staff or other students
- being on training premises and consuming or having consumed and under the influence of alcohol and/or non-medically prescribed drugs.
- smoking or the use of prohibited or illegal substances at training premises.
- deliberate misuse of our equipment or materials, including computing and electronic resources including accessing websites containing illicit, obscene or violent material or content, downloading music, movies or other files illegally or knowingly installing or bringing malicious or illegal software onto the computers.
- inappropriately using of phones, cameras and other recording devices electronic devices in class.
- carriage, use or being in possession of a prescribed or regulated weapon or dangerous article on training premises.
- arson of training premises and/or property
- wilful or malicious damage to training property or equipment.

In addition, any student who has been found to willingly or accidentally activate fire or security alarms which result in the calling out of emergency services such as the fire department, police, ambulance or any other emergency service. The student will be liable for whatever costs are incurred by their actions. Furthermore, students may be prosecuted under State or Federal laws in relation to their actions.
All reported improper or inappropriate behaviour will be investigated and may result in suspension or cancellation of enrolment.

5.23(b) Serious Misconduct

Serious misconduct is deemed to be behaviour that is illegal, wilful or premeditated. This behaviour can result in immediate suspension pending investigation and may lead to cancellation of your enrolment. The department will also be notified, which may impact your visa conditions.

Misconduct of a criminal nature will be also reported to the appropriate authority including the police for prosecution as appropriate.

Students facing any misconduct investigation will be advised of all their rights including the right to appeal the outcome decision.

5.24 Plagiarism and Contract Cheating

Using someone else's language, thoughts, ideas, or expressions and presenting them as your own is plagiarism. If you use the words or ideas of others in your assignments, you must reference them accordingly. Your trainers will provide further information on referencing and plagiarism during orientation and/or in class. Contract cheating involves purchasing assessment materials from a person or service and submitting it as your own. Both plagiarism and contract cheating are considered major misconduct and any student found to be engaging in these services will face disciplinary action.

5.25 Reporting overseas student visa breaches

In cases where ECOC has assessed that the student is not meeting satisfactory course progress and has implemented the required intervention strategy, ECOC is obligated to report unsatisfactory attendance or progression. Prior to

reporting, ECOC will also advise the student of their right to access the Complaints and Appeals Policy and Procedure within 20 working days.

ECOC will maintain the student's enrolment by only reporting a breach of course progress in PRISMS if:

- the internal and external complaints processes have been completed and the breach has been upheld.
- the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period.
- the overseas student withdraws from the internal or external appeals process by notifying the registered provider in writing.

Section 6. LOCATION, FACILITIES AND TRAINING SERVICES

ECOC has robust processes in place to ensure that overseas students are appropriately qualified for the course they are seeking to enrol in. ECOC will undertake an initial assessment of prospective students' qualifications, experience and English language proficiency to ensure these meet requirements appropriate for the course for which enrolment is sought. The Department of Home Affairs requires a student to have confirmation of enrolment (CoE) before issuing a visa so the order is language assessment, CoE, then visa.

If you are seeking to have an overseas qualification recognised against the Australian equivalent, please refer to: https://internationaleducation.gov.au/services-and-resources/pages/qualifications-recognition.aspx

ECOC delivers the following courses with a practical, hands-on workshop and theoretical classroom training approach over a period of two (2) years, with a minimum twenty (20) hours per week (or 40 hours per fortnight):

- CPC33020 Certificate III in Bricklaying and Blocklaying
- CPC30220 Certificate III in Carpentry
- CPC31320 Certificate III in Wall & Floor Tiling
- CPC30620 - Certificate III in Painting and Decorating

Dependent on the unit of study, each 20-hour block may include 16 hours of trainer-led instruction and assessment and 4 hours self-directed learning and theoretical assessment.
Students study with competency-based training and assessment methods and will be assessed according to established industry standards that will equip the student with the essential skills and knowledge to gain a firm footing in their chosen industry area. Assessments include written tests, practical demonstrations and observed simulated tasks.
ECOC also delivers the following courses, twenty (20) hours per week (or 40 hours per fortnight) with a practical classroom training approach:

- CPC40120 Certificate IV in Building and Construction
- CPC50220 Diploma of Building and Construction (Building)
- CPC50320 Diploma of Building and Construction (Management)

Dependent on the unit of study, each 20-hour block may include 16 hours of trainer-led instruction with 4 hours self-directed and theoretical assessment.

Students are assessed through a variety of assessments that include written tests, assignments, practical demonstrations, presentations and observed simulated tasks.

From time to time, national qualifications are reviewed by service skills organisations to remain current with new and emerging industry practices. Where an updated qualification version is released, ECOC will advise students of the new qualification and any requirement to transition them to the new qualification, including timelines for transition.

6.01 TRAINING FACILITIES

Everthought College of Construction training facilities are located at:

- Building 4 / 460-492 Beaudesert Road, Salisbury, Brisbane
- Unit 8/92 Mallard Way, Cannington, Perth

Campus facilities include:

- training workshops and classrooms
- whilst limited access to shared computer terminals may be available, students are expected to bring their own laptops and will be able to access the student Wi-Fi Network whist on campus.

All training is conducted with industry standard tools, equipment, and resources within a workshop and simulated building site environment. Student access to Learning and Assessment resources are also available through their student Study Spot portal which can be accessed through their own device.

6.02 STUDENT ACTIVITIES

Student recreational spaces are also available in both locations.

occasionally student activities are organised, such as 'free pizza Fridays', to give the students and the ECOC staff time to interact on a more casual basis.

6.03 WHAT TO EXCEPT ON YOUR FIRST DAY AT ECOC?

On successful completion of the enrolment process, all students are inducted into ECOC, which will, as a minimum, cover:

- introduction to ECOC staff and resources available to assist your training.
- orientation to facilities and resources.
- confirmation of the units of competency in the course and qualification to be issued.
- how training will be conducted and the method, format and purpose of assessment.
- ECOC's attendance and progression requirements of each student.
- learning and assessment resources to be provided.
- overview of the support services offered by ECOC, especially for those students who might require additional language, literacy or numeracy support as well as key contacts, for day-to-day support and emergency out of hour situations.
- explanation of the Appeals and Complaints procedures.
- AQF pathways available to students.
- Information on how to better settle into the Australian way of life, including safety measures.
- Local - Brisbane or Perth information.

6.04 FLEXIBLE DELIVERY AND ASSESSMENT PROCEDURES

ECOC believes that with some minor adjustments to teaching and assessment methods, a student who is experiencing difficulty learning and achieving the desired results in the traditional setting may show considerable improvements.

The staff and management of ECOC respect these differences among students and will endeavour to make any necessary adjustments to their methods in order to meet the needs of a variety of students.

Acceptable adjustments to teaching and assessment methods may include but are not limited to having a trainer read assessment materials to students, having a student's spoken responses to assessment questions recorded or allowing a student to sit for an assessment alone in a different room.

ECOC staff will pursue any reasonable means within their ability to assist students in achieving the required competency standards. In the event that a student's needs exceed the capacity of the support services ECOC can offer, they will be referred to an appropriate external agency.

6.04(a) Reasonable adjustment

Reasonable adjustment means adjustments that can be made to the way in which evidence of student performance can be collected, dependant on the student's personal learning needs. This means that where students are identified with a learning need, a discussion on a fair and reasonable alternative way of gathering evidence of competence will

be discussed with you. This is in lie with our **Reasonable Adjustment Policy and Procedure** and **Fair Treatment and Equal Benefits Policy and Procedure**.

6.04(b) Access and equity

ECOC is committed to practicing fairness and providing an equal opportunity for all current and potential students to access and participate in learning, and to achieve their learning outcomes regardless of age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment that may present a barrier to access, or any other perceived difference in class or category. ECOC ensures that its practices are as inclusive as possible and do not unreasonably prevent any clients from accessing its services.

6.05 ASSESSMENT

ECOC is committed to ensuring valid and reliable assessment of achievements against industry competency standards and all assessment undertaken by ECOC remains consistent with the National principles of Assessment.

There are four Principles of Assessment – Reliability, Fairness, Flexibility and Validity.

6.05(a) Competency based training approach

Competency-based training is an approach to learning where emphasis is placed on what a student can do in the workplace as a result of their training. Students who have successfully achieved competency will have the skills and knowledge they need to complete workplace activities in a range of different situations and environments, to an industry standard of performance that is expected in the workplace.
Competency-based training is usually based on performance standards that have been set by industry and can take place using a variety of delivery modes and methods. Competency-based assessment materials are designed to ensure that each student has achieved all the outcomes (skills and knowledge) required by each unit of competency.

6.05(b) Principles of training and assessment

Training and assessment strategies developed by ECOC adhere to the following principles:

- Training and assessment strategies are developed for each qualification/unit of competency that will be delivered and assessed.
- All training programs will require the development of a training and assessment strategy for full and partial completion of a qualification.
- Each training and assessment strategy will be developed in consultation with industry representatives, trainers, assessors and key stakeholders.
- Training and assessment strategies will reflect the requirements of the relevant training package and will identify target groups.
- Training and assessment strategies will be validated annually through the internal review procedures.

6.05(c) Training Delivery strategies

Flexible delivery	A variety of delivery methods and approaches will be used to deliver educational services that meet your needs by allowing increased access to cater for your individual learning needs.
Student Centred Learning	Education will be focused on the needs of the individual providing the participant with control over the pace and process of learning.
Self-Paced Learning	Learning processes will be employed aimed at providing you with the opportunity to access training at a pace which suits your learning style.
Resource Based Learning	Where possible and appropriate, participants will be encouraged to access learning resources directly, using both human, paper based and electronic resources.

Communication Technology	ECOC recognises the benefits which can be provided by new forms of communications technology and will continue to assess the relevance of such technologies in the provision of training. Such considerations will go to the uses of computer-based learning systems.
ce to Face Training	ECOC has established quality training facilities for the delivery of face-to-face learning.

6.06 RESOURCES

6.06(a) Online resources

ECOC students have unlimited wireless access on campus to assist with their online research.

A number of online libraries are recommended to students, as most reference materials are now available online. The following are some of the recommended library collections online:

- National Library of Australia http://www.nla.gov.au (FREE)
- Free e-books http://www.e-booksdirectory.com (FREE)
- The Free Library http://www.thefreelibrary.com (FREE)

6.06(b) Computer and Internet

Bringing your own laptop/computer is required at ECOC. As all our learning resources are available online there is a significant advantage of having your own laptop/computer when studying. As well as using your laptop in class; research, self-study and submission of assessments can be done anywhere.

At a minimum the operating systems required for Laptops/computers are either Windows 10 or macOS 10.14 for Mac computers. The capability to produce Microsoft Office documents is also a requirement.

Free wireless is available to students within the college building. Students MUST adhere to the college policies when using the college computers and Internet facilities.

Section 7. IMPORTANT POLICIES FOR INTERNATIONAL STUDENTS

7.01 COURSE PROGRESS

ECOC abides by the Department of Education/ DHA course progress policy under the ESOS (Educational Services for Overseas Student) legislative framework. It is also a student visa requirement under the Australian Migration legislation.

ECOC is committed to monitoring the course progress of all students, ensuring that they don't fall behind and have every opportunity to successfully complete their chosen course within the allocated duration.

7.01(a) Procedure Summary

ECOC review's course progress of all the students twice every term. First review is counted during mid-term review meeting and the second one during the end term review meeting.

Students that are found to be 50% or more behind in their studies during mid-term review will be issued with an Action Plan to follow for the remainder of the term to bring their progress up to requirements. If progress is still unsatisfactory by the end of that term the 1st warning letter will be issued.	Students that have not followed their action plan from the previous term will be issued a 2nd warning letter as well as revised Action Plan to catch up on studies.	Students that have not followed their revised action plan and are not progressing satisfactorily at the end of the consecutive term will be issued with a Notice of Intention to report. Students will then have 20 Working Days to appeal the decision before their course is cancelled

Students who are not making satisfactory progress will be contacted by training staff and the Student Services Team who will initiate the Course Progress Intervention Strategy, which will support students to catch up and achieve satisfactory progress and attendance, as outlined in ECOC's Progression and Intervention Policy and Procedure.

7.02 PAYMENT OF FEES

Fees are reviewed annually and may increase due to factors such as CPI increases. However, once a student has commenced a program of studies, his/her tuition fees will not change for the duration of his/her program of studies. Student fees are calculated and payable per term, in advance, and must be paid in full on the scheduled re-enrolment day.

As an international student and in order to maintain a valid enrolment, your fees must be paid, at least one full term, in advance. All fee payments must be complete and made in Australian dollars and finalised on the scheduled re-enrolment days. Any shortfall due to varying exchange rates must be paid in full.

Failure to pay the ***full-term fees*** on the due date will result in a $200.00 late payment fee being applied.

Your first term fees were paid before ECOC could issue your Confirmation of Enrolment and before you could apply to DHA for your Student Visa. Further to that condition of your Enrolment with ECOC, each subsequent term fee must also be paid in full, in advance in order to maintain a valid enrolment.

If your term fees are not paid by each due date, the following actions may result:

- You will be excluded from attending classes until such time as the full amount owing is paid (please be advised that this in turn will affect your attendance record).
- Your account will be referred to a debt collection agency for further action.
- You will be referred to the Department of Home Affairs (DHA) for non-payment of fees (at the discretion of DHA - your stu*dent visa may be cancelled).*

Failure to pay fees according to the payment guidelines may result in a student's enrolment being cancelled. If with notice, a student's enrolment is cancelled for non-payment of fees and that student is subsequently permitted to have his/her enrolment reinstated, a $250 reinstatement fee is payable.
ECOC reserves the right to withhold the issuance of any qualification attained by the student, if student fees remain outstanding.
A list Fees and Charges may be found in your Letter of Offer.

7.03 REFUNDS

Where a student believes that they have grounds for a refund, students should submit a written **Application for Refund Request Form** to the Student Services Team, stating valid reasons for their refund application.

The Student Services Team will in turn:

- present the application to ECOC management
- provide to the student in writing the resulting decision of ECOC management and how any refund of fees have been calculated
- advise the student of their right to appeal the decision of ECOC management.

Refund Rules and Cancellation Charges		
Withdrawal/ Cancellation – 1st term		
Type	**Time Frame**	**Amount refundable**
Visa Refusal	Before Course Commencement	All fee minus the non-refundable administration fee of $350.00 AUD
Visa Refusal	Up to 28 days after course has commenced	30% of tuition fees minus the non-refundable administration fee of $350.00 AUD, no refund for Learning Materials or Training Consumables
Visa Refusal	After 28 days after course has commenced	Nil
VISA Removal for breach of conditions	At any time	Nil
Withdrawal, Transfer or Enrolment Cancellation	Greater than 28 days before commencement of the course Term 1	100% of Learning Materials Fee, 100% of Training Consumables Fee, 70% of tuition fees, minus the non-refundable administration fee of $350.00 AUD
Withdrawal, Transfer or Enrolment Cancellation	Less than 28 days before commencement of the course Term 1	50% of tuition fees minus the non-refundable administration fee of $350.00 AUD, no refund for Learning Materials or Training Consumables
Withdrawal, Transfer or Enrolment Cancellation	After course Term 1 commencement but before 28 days	30% of tuition fees minus the non-refundable administration fee of $350.00 AUD, no refund for Learning Materials or Training Consumables
Withdrawal, Transfer or Enrolment Cancellation	Greater than 28 days after the course Term 1 has commenced	Nil
Default by Everthought College of Construction	At any time	Refund of unused fees
Withdrawal/ Cancellation – Any Subsequent Term		
Type	**Time Frame**	**Amount refundable**
VISA Removal for breach of conditions	At any time	Nil
Withdrawal, Transfer or Enrolment Cancellation	Greater than 28 days before commencement of the course Term	100% of Learning Materials Fee, 100% of Training Consumables Fee, 70% of tuition fees

Withdrawal/ Cancellation – 1st term		
Type	**Time Frame**	**Amount refundable**
Withdrawal, Transfer or Enrolment Cancellation	Less than 28 days before commencement of the course Term	50% of tuition fees, non-refundable Learning Materials or Training Consumables
Withdrawal, Transfer or Enrolment Cancellation	After course Term commencement but before 28 days	30% of tuition fees, non-refundable Learning Materials or Training Consumables
Withdrawal, Transfer or Enrolment Cancellation	Greater than 28 days after the course Term has commenced	Nil
Default by Everthought College of Construction	At any time	Refund of unused fees
****The above refund definitions apply to a current term fee refund when the current term fees are paid in full - all additional fees will be refunded in full except in the case of cancellation of an enrolment by Everthought College of Construction.*		

7.03(a) Refund guidelines in the event that a course is not delivered

ECOC will provide a refund of unspent course fees paid in advance where:

- The course does not start on the agreed starting day.
- The course ceases to be provided at any time after it starts but before it is completed; or
- The course is not provided in full to the student because a sanction has been imposed on the registered provider under part 6 (ESOS Act)

You can find our full **Fees and Charges and Refund Policy** at the following link: https://everthought.edu.au/policies-forms/

In the unlikely event that ECOC is unable to deliver your course in full, you will be offered a refund of any *unspent* fees received by ECOC, in respect of the course. The refund will be paid to you within two (2) weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course. You have the right to choose whether you would prefer a refund of *unspent* course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.

ECOC can assure you of the security of your international student fees through our compliance with the Education Services for Overseas Students Act 2000 (ESOS Act), Education Services for Overseas Students Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012, Education Services for Overseas Students (TPS Levies) Act 2012 and Education Services for Overseas Students (Registration Charges) Amendment (Tuition Protection Service) Act 2012 under the Overseas Student Tuition Protection Scheme (TPS) through the commonwealth managed fund known as Overseas Student Tuition Fund (OSTF). For more information about the TPS, please refer to the TPS website: https://tps.gov.au/StaticContent/Get/StudentInformation

The Fund (OSTF) is established under the Act to protect the interests of overseas students on student visas or intending overseas students, who are studying or about to study in Australia. Under the legislation, the TPS Director or a delegate will be responsible to place you in a suitable alternative course or, if this is not possible, you will be eligible for a refund as calculated by the TPS Director.

Please note:

- In the situation where a student has suspended a course of study and then later cancels enrolment, the level of refund applicable will be that which was at the point of suspension.
- Payments of allowable refunds will be made within four (4) weeks of the receipt of an Application for Refund of Student Fees form.
- Students who dispute the refund procedures are provided with the access to ECOC's Complaints and Appeals Policy and Procedure.

- This Fees and Charges and Refunds Policy and Procedure applies equally to all students. This agreement, and the availability of complaints and appeals processes, does not remove your right to take action under Australia's consumer protection laws.
- The college's dispute resolution processes do not circumscribe the student's right to pursue other legal remedies at their own expense.

7.04 Complaints And Appeals

ECOC strives to ensure that each student is satisfied with their learning experience and outcome. It is anticipated that issues of concern can be resolved by meaningful and respectful communication that is encouraged by ECOC. In the unlikely event that this is not the case, all students have access to rigorous, fair and timely complaint and appeal processes which is outlined in the **Complaints and Appeals Policy and Procedure** in detail, including how to lodge a complaint or appeal.

The complaints and appeals procedure of ECOC ensures that all complaints are dealt with in a constructive and timely manner at no cost to the complainant. ECOC treat all complaints and grievances in confidence. The student will be given a written statement of the outcome, including details of the reasons for the outcome.

This important **Complaints and Appeals Policy and Procedure** policy is available on the website at the following link: https://everthought.edu.au/policies-forms/

7.04(a) Complaints

A student may lodge a complaint against any RTO staff member or the RTO; third party including an educational agent; subcontractor; another student and their employer if it relates to the ECOC training program. There is also provision for any and all interested stakeholders to make a complaint if they feel aggrieved. For example, a trainer may lodge a complaint against a student. Where you wish to lodge a complaint, please talk to one of our staff members – we will inform and assisting you in understanding the complaints procedure and supply of the **Complaint Lodgement Form** to complete if you wish to formalise your compliant.

If you remain dissatisfied with the outcome of the complaint review, an independent resolution will be organised by ECOC, in which all parties must participate and in good faith of finding a solution. There is no cost to the student for this tier of resolution, however we sincerely hope that a solution has been previously agreed to internally with ECOC management.

At any time, you may also lodge a complaint with an external body including the Overseas Students Ombudsman. Details of these agencies may be found in the **Complaints and Appeals Policy and Procedure.** Details of the OSO may also be found below.

Where a complaint is likely to take more than 60 days to resolve, ECOC will advise you in writing and provide regular updates.

7.04(b) Appeals

The ECOC appeals process is concerned with a student's right to request change to decisions or processes of an official nature, usually in relation to academic or procedural matters.

In the case of a student's appeal against specific assessment decisions, the student should first discuss the decision(s) with the relevant trainer or assessor and request a re-evaluation. Re-evaluations including re-assessments are at no cost.

Trainers and assessors will inform and assisting you in understanding the appeals procedure and supply of the **Appeal Lodgement Form** to complete if you wish to formalise your appeal.

If you remain dissatisfied with the outcome of the appeals review, an independent resolution will be organised by ECOC, in which all parties must participate and in good faith of finding a solution. There is no cost to the student for this tier of resolution, however we sincerely hope that a solution has been previously agreed to internally with ECOC management.

At any time, you may also lodge an appeal with an external body including the Overseas Students Ombudsman. Details of these agencies may be found in the **Complaints and Appeals Policy and Procedure.** Details of the OSC may also be found below.

In addition to the various other external agencies with whom you may lodge a complaint, the Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website https://www.ombudsman.gov.au/ *or phone 1300 362 072 for more information.*

Where an appeal is likely to take more than 60 days to resolve, ECOC will advise you in writing and provide regular updates.

7.05 TRANSFER OF STUDENT ENROLMENT

ECOC will only accept application for a transfer of enrolment where a student has completed at least six months of his or her principal course of study unless:

- It is considered that the course that the student wishes to transfer to:
  - better meets the study capabilities of the student; and/or
  - better meets the long-term goals of the student, whether these relate to future work, education or personal aspirations; and/or
- Where the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.
- The original registered provider has ceased to be registered or the course has ceased to be registered.
- The original registered provider has provided has agreed to the Student's release and recorded the date of effect and reason for the release in PRISMS.
- The original registered provider has a had a sanction imposed on its registration by the ESOS Agency, that prevents the student from continuing his or her principal course.
- Any government sponsor of the student deems that a transfer is in the student's best interest and supports the transfer request in writing.

Students requesting a transfer of their enrolment to another registered provider will need to contact the Student Services Team, who will provide a **Request to Transfer Form** which they will need to complete stating the reasons they wish to transfer their course enrolment to another provider. A request may take up to seven (7) days to process and if approved, a **Letter of Release** will be issued.

ECOC may refuse a transfer to another course offered by a registered provider. According to Standard 7 of National Code 2018 (ESOS framework), international students are not permitted to cancel their course of studies within the first six (6) months of their enrolment. ECOC may also refuse an application for transfer where a transfer is considered detrimental to the student's study progress.

Note: In order for a request for transfer to be considered and a letter of release provided, students must provide a valid offer of enrolment from another registered provider.

A transfer to another course **will not be granted** where:

- The transfer may jeopardise the student's progression through a package of courses.
- The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student. In this case, the student will be requested to wait a further 4 weeks before applying for a transfer to another registered provider during which time the full range of support services will be provided to the student.
- The student is trying to avoid being reported to Department of Home Affairs for failure to meet the provider's attendance or academic progress requirements.

- There are no legitimate compassionate or compelling circumstances.

7.05(a) Further considerations in relation to student transfer requests

There are a number of additional considerations in relation to student transfer requests including in the situation where ECOC grants a release a release it will be at no cost to the student.

All students who are either considering a course transfer, or have had their transfer request approved, will be advised that they must contact Department of Home Affairs to seek advice on whether a new visa is required and to ensure that they continue to meet the conditions of their student visa.

- If a student already has a visa and wants to change their main course of study to a lower Australian Qualification Framework (AQF) level course or a non-AQF level course, they will generally need a new student visa. This requirement applies even if the course they change to is with the same training provider

To find out more about visa requirements, students are advised to contact the Department of Home Affairs on 131881 or visit the following website: https://immi.homeaffairs.gov.au/visas

If ECOC decides to refuse the transfer request, students will be informed in writing of the reasons for the refusal and their right to access ECOC's **Complaints and Appeals Policy and Procedure**. ECOC will not finalise a refusal to release the overseas student until this process is concluded in Favor of ECOC or the student withdraws or does not pursue this process.

Where a student is under 18 years of age, ECOC will consider the transfer where the student's parent or legal guardians have confirmed in writing their support for the transfer to ECOC, and **only if** the student turns 18 years prior to transferring to ECOC.

Students who dispute ECOC's student transfer decision are provided with the access to the **Complaints and Appeals Policy and Procedure**.

7.05(b) Internal Campus transfer

Internal campus transfer requests are subject to enrolment availability and will only be considered during a teaching period if special circumstances apply. Students wishing to transfer their studies to another ECOC campus must complete and submit the Campus Transfer Form at least 2 weeks prior to the date by which the transfer request is to take effect. Should you have any questions please speak directly with Student Services staff to discuss your concerns.

7.06 Deferment, Suspension And Cancellation

ECOC management and staff are committed to assessing all applications for course deferments or suspensions of study, ensuring that students within the process are informed of their rights and provided with due care and where relevant, opportunities of appeal.

7.06(a) Deferment

Students wishing to defer or temporarily suspend their enrolment may only do so when there are compelling or compassionate circumstances*. Compelling or compassionate circumstances may include, but are not limited to:

- Serious illness
- Serious illness or death of a family member necessitating a return to the student's home country
- Serious injury
- Major upheaval in home country requiring student to return home
- Natural disaster
- Unavailability of courses
- Visa delay

If a student wishes to defer, they must complete a Deferment, Suspension or Cancellation of Enrolment Form and lodge with ECOC prior to course commencement. They must also attach any documentary evidence verifying their

situation (for example, a medical certificate). ECOC will assess the application and make a decision within seven business days. deferment of studies is allowed for a maximum period of six months. If an international student's application for deferral or suspension is approved, ECOC will notify the Department of Home Affairs through Provider Registration and International Student Management System (PRISMS). If the application is successful, a new CoE will the issued to the student.

7.06(b) Suspension

Suspension of course study may be granted to a student where compassionate and compelling circumstances* are experienced by the enrolled student and adequate evidence exists to support these circumstances. Students who wish to suspend a course of study, should approach the Student Services Team, and submit a written explanation of their suspension request with supporting evidence concerning their prevailing circumstances.

**ECOC classes any compassionate or compelling circumstance as those that are generally beyond the control of the student, when they have an impact on the student's course progress or wellbeing. Students must show evidence of such circumstance wherever reasonable e.g., a medical certificate may be requested. These include:*

- *Illness, injury or stress (vicarious stress)*

Evidence required: medical certificate signed by a doctor/general practitioner which states the student was/is unable to attend classes for an extended period of time.

- *Permanent or temporary disability (that has occurred during the duration of the course)*

Evidence required: medical certificate signed by a doctor/general practitioner which states the student was/is unable to attend classes for an extended period of time.

- *Bereavement of close family members*

Evidence required (any of the following): Statutory Declaration, Death Certificate, letter from a funeral home.

- *Incident or issue causing distress to a student impacting on their capacity for study e.g. involvement in a serious accident, witnessing or being victim of a serious crime*

Evidence required: Police report, counsellor/ psychologists' report.

- *Other*

Evidence required: any relevant certified document attesting that situation is outside a student's control and affects their ability to study.
Please note that an inability to pay fees alone is not considered a compassionate nor compelling circumstance.
Also, changes in workload or job roles are not considered a compassionate nor compelling circumstance.

*In accordance with the **Fees and Charges and Refunds Policy and Procedure**, any fee that is due to be refunded (if any) will apply, excluding the administration fee.*

7.06(c) Cancellation

ECOC initiated cancellation

ECOC may suspend or cancel a student's enrolment on the basis of:

- misbehaviour by the student (including plagiarism, collusion and cheating).
- the student's failure to pay an amount he or she was required to pay the registered provider to undertake or continue the course as stated in the written agreement.
- a breach of course progress requirements by the overseas student.
- a breach of attendance requirements by the overseas student.

Before imposing a suspension or cancellation ECOC will inform the student in writing of that intention and the reasons for doing so and advise the student of their right to appeal through the **Complaints and Appeals Policy and Procedure** within 20 working days.

The suspension or cancellation of the student's enrolment will not take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

Student initiated cancellation

Students may initiate cancellation of their studies at any time during their course. The student may be eligible for a refund, in line with ECOC's **Fees and Charges and Refunds Policy and Procedure**.

Students who opt to withdraw with no other study plans, will be reported to the department through PRISMS. This decision will impact the student's visa and the student will be referred to contact the Department of Home Affairs on 131881 or visit the following website: https://immi.homeaffairs.gov.au/visas
Students who wish to withdraw within six months of their course to transfer to another provider will be processed as per ECOC's **Course Transfer Policy and Procedure**.

Deferments, suspensions, or cancellations of enrolment may affect your Student Visa Conditions, in which case you must contact DHA for further advice.

7.07 Records and Privacy of Personal Information

ECOC is committed to implementing best practice in its records management practices and systems, securely maintaining all student records on the College's student records management system and maintaining accurate organisational documentation through the use of its Document Management System, in line with its **Student Records Management Policy and Procedure**.

ECOC protects the privacy of personal information that it collects and acknowledges its obligations with respect to the Commonwealth Privacy Act 1988 and the new Australian Privacy Principles, ensuring that personal information is maintained and treated in accordance with the Australian law relating to the protection of an individual's privacy. For more information about our **Privacy Policy and Procedure**, please go to our website at https://everthought.edu.au/policies-forms/

7.07(a) Updating personal records at all times

The ECOC Letter of Acceptance, which has been signed by the student, requires that the student provides ECOC with their address while studying as well as a contact and emergency contact phone number and updates these if required within seven days.

7.07(b) Access to student records

ECOC have implemented a record management system that ensures that all students have access to accurate information regarding their learning in a timely fashion.

Staff access to an individual student training records will be limited to those such as:

- trainers and assessors to access and update the records of the students whom they are working with.
- management staff as required to ensure the smooth and efficient operation of the business.
- Student Services staff may view student academic records where access to the records is required to fulfil their stated job responsibilities.
- officers of ASQA, funding bodies and/or their representatives for activities required under the standards for registered training organisations.

As you complete each unit of competency, the trainer or assessor checks your achievements against the relevant qualification packaging rules and sign off successfully completed competencies. All details of full or partially completed competencies are recorded and stored on your student's file.

Upon completion of all relevant competencies within a qualification, you will be entitled to receive the full qualification (subject to all fees paid and a USI submitted).

7.07(c) Student access to records

ECOC guarantees an individual's right to access their academic record. Academic Records at ECOC are defined as any portion of the educational history of a student that is maintained by the training provider.

Students have the right to:

- inspect and review their academic record.
- request amendment to the educational record if an error is recorded.

Student Services staff are required to secure written permission prior to the release of any academic record or other student information to any Third Party except as required under the Standards for Registered Training Organisations, Government contracts or by law.

Third Party disclosures require the written consent of the individual student. Third Parties include education agents, parents, spouses, and employers.

Students requesting to have their Academic record released should contact the Student Services Team. Students also have the right to view their individual student file, which is kept by Student Services Team. Requests should be made in writing, and access to their individual file will be allowed only when supervised by a member of the Student Services Team. Requests to view individual student files will be responded to within 10 working days.

7.07(d) Security of records

ECOC ensures further security of records by complying with the storage requirements detailed in ASQA's General directive: *Retention requirements for completed student assessment items,* 22 June 2012. This directive includes requirements for storage including: safeguards against unauthorised access, fire, flood, termites or any other pests, and to ensure that copies of records can be produced if the originals are destroyed or inaccessible. ECOC has enhanced its compliance with this directive by protecting electronic files with up-to-date virus protection, firewall and spy ware protection software.

7.07(e) Privacy

ECOC consider student privacy to be of utmost importance and will practice a high standard of care and concern in regard to maintaining student privacy in all aspects of business operations. ECOC comply with all legislative requirements including the Privacy Act 1988 (Commonwealth) and the Australian Privacy Principles (2014). ECOC ensures no student information is disclosed without the student's consent, except as required by law or in adherence to the Standards for RTOs. Student consent must be obtained in writing from the student, unless the student is under the age of 18 years, in which case written consent from their parent or guardian is obtained. Consent to disclosure of information forms and/or letters will be recorded.

Please refer to our **Privacy Policy and Procedure**, available on the website for further information.

7.07(f) Ceasing operation – record access

In the event that ECOC cease to operate, its records will be transferred to ASQA at the time of ceasing RTO operations. Former students will be required to contact ASQA directly for information about their studies at ECOC in the future, should this occur.

7.08 Course Credit And Recognition Of Prior Learning Policy And Procedure

7.08(a) Recognising qualifications from another RTO – Credit Transfer

Credit transfer refers to the transferral of academic credit obtained by students through participation in courses or national training package qualifications with other Australian RTOs, towards a qualification offered by ECOC. Credit transfer is granted on the basis that the credit validates the student's competency within the relevant qualification/unit of competence. ECOC recognise all AQF qualifications and statements of attainment issued by any other RTO. ECOC will always verify the certification documentation submitted from the relevant RTO before recognising the qualification or statement of attainment.

Students enrolling with ECOC are made aware of the recognition of qualifications policy at the time of enrolment to offer the opportunity of recognition of relevant qualifications or statements of attainment prior to the commencement of training. ECOC trainers will remind students of the policy at induction and progressively throughout the duration of their course.

Further information may be found on the website including how to apply: **Credit Transfer Policy and Procedure**. This is a free service.

7.08(b) Recognition of Prior Learning (RPL)

ECOC appreciate the value of workplace and industry experience and recognises that students will acquire vocational skills and knowledge from a variety of sources other than formal training. These skills are legitimate irrespective of how they were acquired and the RPL process is designed to provide validation of such relevant skills.

Recognition of Prior Learning (RPL) is an assessment process that assesses an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of a VET qualification. It means that if RPL is granted, you are not required to repeat these units – saving time and money.

ECOC offers an extensive RPL service for those with at least 3 years' experience in the building and construction industry. Before starting an RPL application, students might consider these questions:

- What on the job training or experiences can you provide evidence for/demonstrate that might be relevant to this course?
- How current is this experience or learning?
- How can you prove or demonstrate these skills or understanding?
- Do you have enough quality evidence that demonstrates your skills and experience?

In order to grant RPL, the assessor must be confident that you are currently competent against the endorsed industry or enterprise competency standards or outcomes specified in AQF accredited courses. The evidence we will ask from you may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples.

Further information may be found on the website including how to apply: **Recognition of Prior Learning (RPL) Policy and Procedure**. This service is at fee-for-service rates – you will be provided with your individualised fees at the time of application. Please advise a staff member if you have not received this important information.

7.09 Under 18 Years Of Age Students' Policy And Procedure

7.09(a) Purpose

To establish principles and processes for ECOC's provision of appropriate accommodation, support and general welfare arrangements for international students who are under the age of 18 and deemed as either of the options listed below. It seeks to ensure compliance with the Education Services for Overseas Students (ESOS) Act 2000, Standard 5 of the National Code of Practice for Providers of Education and Training to Overseas Students 0018 and National Standards — Needs of younger ELICOS students.

This policy applies to international students seeking to study at ECOC before turning 18. It sets out the standards, management requirements, support and welfare arrangements that ECOC follows and enforces when admitting international students under the age of 18.

7.09(b) Options

Option 1
The student will live and be cared for (until the end date on the CoE or the day of the students 18th birthday with a parent/ guardian or suitable relative who is over the age of 21 and of good character.

This arrangement must be approved by the Department of Home Affairs (DHA) and will not require a confirmation of appropriate accommodation and welfare (CAAW) letter from ECOC.

Declaration by the parent/ guardian or suitable relative.

Option 2
The student will not be cared for while in Australia by a parent, guardian or suitable nominated relative. The student organises accommodation with the Australian Homestay Network and guardianship arrangements with either

Professional Student Care Australia or the International Student Alliance Student Care & Welfare Services. The student is responsible for any fees and costs associated with these arrangements.

This option will require ECOC to provide a CAAW letter to the Department of Home Affairs as part of your visa application (see details below).

7.09(c) Policy Statement

ECOC admits international students under the age of 18 where:

- admission is compliant with Standard 5 of the National Code 2018;
- The student lives with a parent/ guardian or suitable relative of good character over the age of 21;
- Appropriate accommodation and welfare arrangements are in place prior to applying for a student visa;
- The arrangements are approved by the Department of Home Affairs;
- The arrangements are in place for the duration of the Confirmation of Enrolment (CoE) plus 7 days or until the student turns 18.

ECOC shall consider, on a case-by-case basis, accepting responsibility for the accommodation, support and general welfare arrangements for students that are under the age of 18. As per the Migration Regulations 1994, when students who are under the age of 18 years old make visa applications to study in Australia they must demonstrate:

a) that they will be accompanied by:
   i. a parent; or
   ii. legal Guardian; or
   iii. a suitable relative; or
b) that their education provider has arrangements in place for their accommodation, support and general welfare for the period of the student's Confirmation of Enrolment (CoE) plus seven days after the end date of the CoE.

For the purposes of this policy:

a) a student may reside in Australia with a parent or legal Guardian who travels to Australia to provide welfare for the student for the duration of their study. This must be indicated on the student's visa application;
b) a student may reside in Australia with a suitable relative over 21 years of age who is approved by the student's parents or legal Guardians. This relative must be nominated as the student's guardian to the Department of Home Affairs on the appropriate form accompanying the application for a student visa. The relative should be:
   i. a grandparent, brother, sister, aunt, uncle, niece or nephew or a step-grandparent, step-brother, step-sister, step- aunt, step-uncle, step-niece or step-nephew; and
   ii. be of good character;
c) a student may also reside in Australia if their parents approve of ECOC being responsible for their accommodation, support, and general welfare arrangements.

If ECOC wishes to enrol international students under the age of 18 that are already in Australia, it shall inform the prospective students during the recruitment phase that they are required to have welfare arrangements in place at the time that they lodge their student visa application.

If a student is undertaking a package of courses, the student must ensure that he or she has adequate welfare arrangements in place during any gap period between courses.

7.09(d) Support Services for Students under the age of 18

Students under the age of 18 will have access to the designated Student Support officer. Your student support officer is identified for all states in this section. The Support Officer (relevant to your state) will be assigned to you at enrolment. The support provided will be:

- You will be required to fortnightly meetings with your Support Officer where they can offer academic and personal support. Even if you don't need this support, your Support Officer will still meet with you to ensure your safety and wellbeing needs are being met.
- You must contact the Support Officer if you are sick or absent from any scheduled classes. If you do not contact your Support Officer, the Support Officer will make all attempts to contact you to ensure your safety

- You will be provided with your Support Officer's out of hours emergency contact number

7.09(e) Application for Welfare Arrangements Provided by a Parent/Guardian or Suitable Relative

At the time of issuing an offer to an international applicant who will be under the age of 18 when they commence their studies, ECOC will forward the applicant the International Student Under 18 Agreement Form.

The student and their parent/guardian or suitable relative will be required to complete the form and return it at the time of accepting their offer.

The parent/guardian or suitable relative will nominate on this form where the student will be residing. The Department of Home Affairs will approve the welfare and accommodation arrangements and ECOC is not required to issue a CAAW letter with the CoE.

On receipt of the completed agreement, ECOC will record the parent/guardian or suitable relative's name, home address, email address and contact phone number on student profile within the Student Management System. Where the student will be residing with a parent/guardian or suitable relative, ECOC will proceed with finalising the student's acceptance into their desired course.

7.09(f) Application for Accommodation and Welfare Arrangements Provided by ECOC

A student who will be under 18 at course commencement and will not be staying with a parent/ guardian or suitable relative while in Australia must provide ECOC with a written request (which has been approved by their parents / guardian, or suitable relative in writing), for ECOC to accept responsibility for the student's accommodation, support and welfare arrangements until they reach the age of 18.

Requests to ECOC to approve accommodation and welfare arrangements will be considered by the Support Officer who will respond in writing to the student advising whether the request has been successful or not.

ECOC will inspect the accommodation prior to the accommodation being approved, and at least every six months thereafter. ECOC charges a $200 inspection fee to students for each inspection conducted. These inspections are required as a means of ECOC verifying that the student's accommodation is appropriate to the student's age and needs, as required by the National Code.

The student's parents shall sign the acceptance of ECOC's Guardianship form which is attached to the letter provided to the student, to acknowledge acceptance of the conditions required by ECOC in accepting responsibility for the student's welfare.

ECOC must ensure that when ECOC staff raise a CoE on PRISMS for a student for whom ECOC has accepted responsibility for accommodation and welfare arrangements, that they also notify DHA of ECOC's role by raising a Confirmation of Appropriate Accommodation/Welfare Arrangements (CAAW) letter.

The CAAW must specify start and end dates of the accommodation and welfare arrangements. The student cannot enter Australia on their student visa until the welfare start date has been reached and this date must be carefully matched to orientation commencement and the time taken to travel from the home country.

The end date of the welfare arrangements will normally be advised as 7 days after the end date of the CoE, or when the student has reached their 18th birthday if that is earlier.

7.09(g) Homestay Accommodation

Where ECOC agrees to accept responsibility for approving a student's welfare arrangements it will require the student to stay in ECOC's approved homestay accommodation. ECOC must ensure:

- the good character of the homestay providers by obtaining working with children checks, personal interviews and verifying references;
- a good standard of homestay accommodation suitable for students, through home inspections undertaken by the Support Officer responsible for students' homestay;
- an appropriate cross-cultural and student welfare focused orientation provided to homestay providers by the Support Officer; and

- the maintenance of processes to monitor and respond to student wellbeing in the homestay placements arranged by ECOC, including regular monitoring visits to homestay providers, newsletters, social functions and training activities for homestay providers.

Students will also be required to meet with their Support Officer as often as he or she requires of the student, but no less frequently than each fortnight.

Students must live in ECOC approved homestay accommodation until 18 years of age and not change that accommodation unless written agreement is obtained from the parent/ guardian or suitable resident.

The student must not spend a night away from the approved homestay address or undertake any travel that would require an overnight absence from the homestay address without first obtaining their Support Officer's written approval.

ECOC will require the student to maintain a high standard of personal and social behaviour throughout the homestay period, to conduct themselves responsibly, to refrain from risk taking behaviour and to devote themselves properly to their studies.

Refusal to obey an instruction from the homestay provider or the Support Officer to address deficiencies in the aspects of behaviour and personal conduct referred to in the above clause will provide grounds for ECOC to advise DHA that it has withdrawn its support for the accommodation and welfare arrangements. This may have implications for the student's visa.

ECOC must also advise DHA as soon as possible using the specified PRISMS pro forma letter, in the event that the under-18 year old student has changed his or her living arrangements or where ECOC no longer approves of the arrangements for the student.

ECOC may approve requests from students for alternative accommodation or welfare arrangements other than ECOC's approved homestay where:

- the student's parents or Guardian approve in writing of the alternative arrangements;
- ECOC is satisfied as to the good character of the adult(s) who are to be assigned guardianship of the student;
- the accommodation has been inspected by the Support Officer and found to be suitable;
- it is satisfied that the arrangements will provide accommodation and welfare arrangements at least equivalent to what could be obtained through a ECOC's approved homestay arrangement; and
- the arrangement is secure and likely to last until the student completes their course, or turns 18.

7.09(h) Changes to Student Welfare Arrangements Previously Agreed by ECOC

A student is not permitted to change their agreed accommodation or welfare arrangements unless first approved by their Support Officer.

Failure to comply with the above clause will be considered grounds for ECOC to notify DHA of its 'withdrawal of approval of accommodation and welfare arrangements' which may have implications for the student's visa.

DHA will be notified when the student changes accommodation and welfare arrangements with ECOC's approval.

If a student refuses to maintain ECOC's approved care arrangements, ECOC will notify DHA using the Non-Approval of Appropriate Accommodation/Welfare Arrangements Letter in PRISMS which is likely to result in the cancellation of the student's visa.

If a student has gone missing from the approved accommodation and cannot be, contacted ECOC will:

- implement its documented Critical Incident Policy; and
- if after a reasonable period the student has not been found, ECOC shall report the student's breach of visa condition to DHA, which is likely to result in the cancellation of the student's visa.

7.09(i) Non Homestay Overnight Accommodation

Under 18 students who wish to stay overnight at an address other than their approved ECOC homestay address, must submit an International Under 18 Overnight Accommodation Consent Form to administration, which has been signed by their homestay parent, and parent/ guardian approving such accommodation. This form must also be approved by the Support Officer.

7.09(j) Termination Suspension or Cancellation

Where ECOC terminates, suspends or cancels the enrolment of a student under the age of 18, ECOC will continue to check suitability of care arrangements until:

- the Nominated Welfare Period expires;
- the student turns 18 years old;
- the student is accepted by another registered provider who is willing to take on responsibility for approving the care arrangements;
- the student leaves Australia or other suitable arrangements are made (e.g. parent or other suitable relative takes ongoing responsibility for the student's accommodation and welfare); or
- events have occurred that make it impossible for the provider to continue to approve the arrangements for the student.

7.09(k) Withdrawal of ECOCs Approval

All reasonable efforts will be made by ECOC to assist under 18 students with difficulties impacting their welfare arrangements.

ECOCs approval for accommodation, welfare and support will be withdrawn where ECOC deems one or more of the following grounds have been met:

- a student refuses to observe reasonable standards of behaviour as outlined in the Student Handbook.
- the student refuses to maintain ECOC's approved homestay arrangements;
- the student stays overnight at an address other than the approved homestay address, without parental/legal guardian and ECOC's approval;
- the student's enrolment is cancelled by ECOC.

Students will be notified in writing of the grounds for intended withdrawal of ECOC supported welfare arrangements by the Academic Manager. A copy will be forwarded to the student's parent/ guardian or suitable relative.

The student has a right to apply for an appeal for the decision to withdraw ECOC's approval for accommodation within 10 working days of notification of the decision. The application for review is to be made using the Review of a Decision form in accordance with ECOC's Complaints and Appeals Policy and Procedures. The decision of the appeal is final.

If the review outcome is unsuccessful, or the application for review is not received within the time duration specified in the above, the student's parent/guardian or suitable relative will be notified that ECOC is withdrawing approval for accommodation, support and welfare arrangements. Alternative welfare arrangements for the student in accordance with the above will be requested.

Where the ground for ECOC's withdrawal of support is due to the student refusing to maintain ECOC's homestay arrangements, ECOC will complete the Non Approval of Appropriate Accommodation/ Welfare Arrangements letter on PRISMS. Provision of this letter signifies a breach of student visa condition and is likely to result in visa cancellation.

Where the parent/guardian or suitable relative has provided written confirmation that they will be accepting responsibility for the student, the PRISMS Approval to Change Accommodation/Welfare Arrangements letter will be completed.

Section 8. LEGISLATIVE AND REGULATIVE REQUIREMENTS

Registered training organisations are subject to legislation pertaining to training and assessment, as well as business practice. ECOC will comply with relevant legislation and regulatory requirements and will inform all staff and clients of the requirements that affect their duties or participation in vocational education and training. ECOC recognises that compliance with legislative requirements underpins the effective implementation of its operations and ensures accountability and transparency of activities of both management and staff.

ECOC commits to updating you whenever new or amended legislation is announced that impacts on your studies. This may result is changes to our policies and in turn, we will inform you should this be required.

8.01 CURRENT LEGISLATION

Current legislation is available online at: http://austlii.edu.au

Examples of legislation relevant to the training business, its staff and students includes but is not limited to:

8.01(a) Commonwealth legislation:

- Copyright Act 1968
- Commonwealth Privacy Act 1988/Privacy Amendment Act 2012/Privacy Regulation 2013
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Racial Discrimination Act 1975
- Commonwealth Age Discrimination Act 2004
- Commonwealth Disability Discrimination Act 1992
- National Vocational Education and Training Regulator Act 2011
    - Standards for VET Regulators 2015
    - Standards for registered Training Organisations 2015
- ESOS Act 2000
    - Education Services for Overseas Students Regulations 2001 (ESOS Regulation)
    - National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code)
- Education Services for Overseas Students Act (TPS Levies) Act 2012
- Education Services for Overseas Students (TPS Levies - Risk Rated Premium and Special Tuition Protection Components) Instrument 2016
- Migration Act 1958
- Migration Regulations 1994

8.01(b) Queensland legislation:

- Child Protection Reform Amendment Act 2014
- Disability Services Act 2006
- Anti-Discrimination Act 1991
- Fair Trading Act 1989
- Further Education and Training Act 2014
- Work Health and Safety Act 2011

8.01(c) Western Australia Legislation

- Children and Community Services Act 2004
- Disability Services Act 1993
- Equal Opportunity Act 1984

- Fair Trading Act 2010
- Vocational Education and Training Act 1996
- Work Health and Safety Act 2011

8.01(d) Training authorities/regulators:

- National VET Regulator (NVR)
- Department of Education, Skills and Employment
- Department of Home Affairs
- Department of Immigration and Border Protection
- Department of Employment
- Australian Skills Quality Authority (ASQA)
- Council of Australian Governments Industry and Skills Council (COAGISC)

8.02 ECOC Legislation Implementation

8.02(a) Work, Health and Safety Policy

The Work Health and Safety Act 2011 outlines the requirements of an RTO in establishing and maintaining workplace health and safety standards. The requirements of an RTO as specified in the above mentioned Act are to:

- Secure the health, safety and welfare of employees and other persons at work
- Eliminate, at the source, risks to health, safety or welfare of employees and other persons at work
- Ensure that the health and safety of members of the public is not placed at risk by the conduct of undertakings by employers and self employed persons

Provide for the involvement of employees, employers, and organisations representing those persons, in the formulation and implementation of health, safety and welfare standards.

It is an obligation under legislation that all ECOC employees and management contribute to and assist in maintaining workplace health and safety and risk management operations as part of their role within the RTO. ECOC management is responsible for providing the following standards as part of its commitment to employees and clients:

- A safe workplace, with a safe system of work
- Adequate workplace health and safety professional development for ECOC students, employees, management and stakeholders
- Properly maintained facilities and equipment
- A clean, tidy, suitably designed workplace with the safe storage of goods.

ECOC has initiated procedures, policies, guidelines and work instructions, practicing an ongoing commitment to workplace health and safety including each site used for training delivery.

The following procedures and standards are observed by ECOC to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient working environment
- Evacuation plan (fire, bomb, major incident)
- Emergency control
- Accident/Incident reporting
- Rehabilitation
- Risk identification reporting
- PPE/chemicals (storage)
- Manual handling techniques and training
- Store and dispose of waste according to WHS regulations
- Equipment checks and maintenance
- Equipment safe storage

- Fire hazards identified and fire prevention
- Student safety
- Unsafe situations identified and reported
- First aid and safety procedures displayed, for all ECOC staff and students to see.

8.02(b) Harassment and Discrimination Policy

Under Australian law it is a requirement of every workplace to ensure it provides an environment free from all forms of harassment and discrimination, including victimisation and bullying. In doing so, all staff and students are treated fairly and have the opportunity to feel safe, valued and respected.

Discrimination is where a person treats or proposes to treat, a person with an attribute less favourably than another person without the attribute is or would be treated under the same circumstances. Examples include but are not limited to discrimination by age, disability, employment, nationality, religion, gender and sexual orientation.

Harassment is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed.

Bullying is any unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period of time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insults, spreading false or malicious rumours, isolating or ignoring a person, putting people under unnecessary pressure and sabotaging someone's work or their ability to complete their work.

Vilification is a public act of inciting, encouraging or urging others to physically harm, hate, have serious contempt for, or severely ridicule a person, or group of people because they (or they are believed to) belong to a specific minority group.

At ECOC, it is made known through the enrolment and induction activities, that in the event that a person considers that he or she has been or is being harassed, bullied or vilified, this person should be encouraged to inform the other party that their behaviour is objectionable and should not be continued, provided they are comfortable with confronting the offender. In instances where the person is not comfortable discussing the matter with the offending party, a trainer or other ECOC staff member should be informed of the situation. In this case, it becomes the responsibility of the relevant staff member to follow ECOC policy and procedures to rectify the situation.

The following principles and processes are implemented by ECOC to achieve a working and learning environment that is free from harassment and discrimination:

- It is the right of all staff and students to work and study in an environment free of any form of harassment and discrimination.
- All reports of harassment and discrimination will be treated seriously, in an unbiased, respectful and sensitive manner. Any form of harassment and discrimination is considered unacceptable behaviour and will not be tolerated by ECOC.
- When ECOC management is informed of any event involving harassment or discrimination, it is their responsibility to take immediate and appropriate action to address it.
- In dealing with all complaints, the rights of all individuals involved will be respected and confidentiality will be maintained.
- It is the intention of ECOC management that a process of discussion, cooperation and conciliation will resolve all complaints. The aim is to achieve an acceptable outcome for the involved parties while minimising any potential damage to the organisation.
- Both the person making the complaint and the person against whom the complaint has been made will receive information, support and assistance in resolving the issue from ECOC management.
- Victimisation is unacceptable and will not be tolerated. No person making a complaint or appeal or assisting in the investigation of a complaint or appeal will be victimised.

- Harassment or discrimination should not be confused with legitimate comment and advice (including constructive feedback) given appropriately by management or trainers. Managers and trainers are conscious of how they present their feedback to ensure the message is not misinterpreted.
- Staff and students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in confidence that the procedures are designed to ensure fair resolution.

8.02(c) Critical Incident Policy

A critical incident is defined as 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury. Critical incidents can affect an overseas student's ability to undertake or complete a course.

ECOC ensures the welfare of all overseas students in any situation where they have or may be impacted by a critical incident. Critical incidents may include:

- missing students
- severe verbal or psychological aggression
- death, serious injury or any threat of these
- natural disaster
- domestic violence, physical, sexual or other abuse
- other non-life-threatening events.

ECOC's **Critical Incident Policy and Procedure** specifies:

- procedures to follow in the event of a critical incident
- contact information for the police, Department of Home Affairs the overseas student's family, and any other relevant organisations that may be able to assist
- steps to immediately take action and resolve or address the critical incident
- requirements for a written record of any critical incident and remedial action taken (to be kept for at least two years after the overseas student ceases to be an accepted student).

8.03 Consumer Rights

Consumer protection

On 1 January 2011, the Australian Consumer Law commenced, and the Trade Practices Act 1974 was repealed and replaced by the Competition and Consumer Act 2010. The Australian Consumer Law provides for:

- National consumer protection and fair-trading laws
- Enhanced enforcement powers and redress mechanisms
- A national unfair contract terms law
- A new national product safety regime
- A new national consumer guarantees law

8.03(a) Contractual agreement

Students who enrol in a training program with ECOC should be aware that they are entering into a contractual agreement. With a view to ensuring all students are fully aware of their rights and obligations, ECOC designs its Letter of Acceptances, Application and Enrolment forms and/or similar using a logical format and simple English. This may include, but is not limited to:

- wording that allows the perspective student to know what he/she is agreeing to
- clearly explained disclaimers
- no misleading or deceptive behaviour
- no actions, omissions or dialogue (written or verbal) that may force or coerce the student
- fair dealings for disadvantaged students

For more information on consumer rights, please refer to www.consumerlaw.gov.au

8.03(b) Right to Full Product Disclosure and Terms and Conditions

ECOC ensures that applicants and enrolling students receive easy and free access to information that will assist them to make an informed decision in selecting the most appropriate course and training provider that meets their needs.

ECOC ensures any marketing of its vocational education and training (VET) products are done so with integrity, accuracy and professionalism. We ensure VET sector regulatory and all consumer law requirements are always met. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

The Application and Enrolment Sheet, available on the website, provides a summary of all the information that will be made available to applicants.

ECOC also checks that applicants and incoming students have read and understand all this information.

8.03(c) Consumer Protection

ECOC has in place a range of consumer protection mechanisms, including:

- Complaints and Appeals Policy and Procedure
- Fees and Charges and Refunds Policy and Procedure.

8.04 Privacy Principles

The Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Privacy Amendment Act) made many significant changes to the Privacy Act 1988 (Privacy Act). These changes commenced on 12 March 2014. The Privacy Regulation 2013, made under the Privacy Act, also commenced on 12 March 2014.

Privacy Principles that are strictly applied to all aspects of ECOC's operations include:

8.04(a) Collection

ECOC only collects necessary information pertaining to one or more specific operations. The student is informed as to the purpose for which details are being collected.

8.04(b) Use and disclosure

ECOC ensures student personal information is not used or disclosed for secondary purposes without obtaining explicit consent from the student, unless a prescribed exception applies.

8.04(c) Data quality

ECOC takes all reasonable measures to ensure that all students' personal information that is collected, used or disclosed is accurate, current and complete.

8.04(d) Data security

ECOC takes all reasonable measures to ensure all collected students' personal information is protected from misuse, loss or damage, and that all data and record storage is secure from unauthorised access, modification or disclosure.

8.04(e) Openness

ECOC maintains documentation which detail how students' personal information is collected, managed and used. When a student makes an enquiry in relation to information collected, ECOC explains what information is held, for what purpose it is held and what procedures outline the collection and use of information.

8.04(f) Access and correction

ECOC allows students access to personal information held in all circumstances unless prescribed exceptions apply. If the student identifies errors within the information, ECOC corrects and updates to file.

8.04(g) Unique identifiers

ECOC does not assign students unique identifiers except when it is necessary for efficiency of operations. Commonwealth Government identifiers, such as Medicare numbers or Tax File Numbers, will only be used for the purposes of which they were issued.

8.04(h) Anonymity

ECOC provides students the opportunity to interact with the business without requiring the student to make their identity known in any circumstances it is practical and possible to do so.

8.04(i) Trans-border data flows

ECOC's privacy protection principles apply to the transfer of data throughout Australia.

8.04(j) Sensitive information

ECOC requests specific consent from a student in circumstances where it is necessary to collect sensitive information. Sensitive information may include but is not limited to; information relating to a student's health, criminal record, racial or ethnic background**.**

8.05 COPYRIGHT

Provisions under Part VB of The Copyright Act 1968 allow all educational institutions to copy and communicate third party material to distribute to students, within the limitations of the Statutory Education license. The Copyright Agency Ltd (CAL) administers the Statutory Education license on behalf of the Attorney General's Department.

Any RTO electing to hold this license is legally allowed to introduce a wide variety of material into its training environment, both in hardcopy and digital format, without having to obtain direct permission from the owner.

The Statutory Education license facilitates compliance and good governance across the industry, while at the same time ensuring the freedom and flexibility of sharing information without infringing copyright legislation.

Without this license, an educational institution is generally not allowed to reproduce any third-party material from any source, other than where there is a direct license/subscription in place or permission has been granted by the creator of the work.

8.06 VOCATIONAL EDUCATION AND TRAINING REGULATIONS

The VET Quality Framework is comprised of:

- Standards for Registered Training Organisations 2015
- Australian Qualifications Framework
- Fit and Proper Person Requirements
- Financial Viability Risk Assessment Requirements
- Data provision requirements

The **Australian Skills Quality Authority (ASQA)** is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards for training are met.

The Framework established by the National Vocational Education and Training Regulator Act 2011

The legislative framework established by the National Act 2011 and related legislation:

- gives ASQA the power to audit an RTO at any time
- gives ASQA the power to apply sanctions (including applying conditions to, suspending or cancelling a registration)
- allows providers to seek a review of ASQA decisions.

Standards for Registered Training Organisations 2015 form part of the VET Quality Framework, a system which ensures the integrity of nationally recognised qualifications. These Standards underpin the risk based regulatory system that aims to increase the confidence of students and employers in the integrity of VET qualifications.

The National Code 2018 forms the platform by which ASQA regulates training provider behaviours and training services delivered to international students.

ECOC continues to demonstrate ongoing compliance with the VET Quality Framework, specifically the Standards for Registered Training Organisations guided by its own quality management and operational framework. In addition, Everthought College of Construction meets the requirements for CRICOS registration. Requirements demonstrated by ECOC and approved by ASQA in order to maintain CRICOS registration include that:

- only full-time courses are provided to international students
- the expected duration of the course does not exceed the time required to complete the course based on full-time study (for VET courses, this is a minimum of 20 scheduled course contact hours per week unless specified by an accrediting authority)
- the expected duration of the course includes any holiday periods or any work-based training
- any work-based training to be undertaken as part of the course is necessary for the international student to gain the qualification and there are appropriate arrangements for supervision and assessment of international students
- the course is not to be delivered entirely online or by distance learning
- ECOC and any partners it engages with to deliver courses have adequate staff and education resources, including facilities, equipment, learning and library resources and premises, to deliver courses to international students
- the maximum number of overseas students proposed reflects the appropriateness of the staff, resources and facilities for the delivery of courses.

Section 9. APPENDIX A - FREQUENTLY ASKED QUESTIONS

Can a provider promote and market a course for which it has applied, but is yet to receive, registration?
No. Providers must not promote and market a course while an application for CRICOS registration is awaiting approval. However, a provider may inform prospective and enrolled students that it has applied for registration of a course.

Will the Department of Education, Skills and Employment make information on "bad" agents available to providers?
The Department will advise a provider if they become aware a provider is using an agent that: engages in dishonest practices; facilitates the enrolment of non bona fide students; or engages in false or misleading advertising and recruitment practices. If the provider continues to use the agent, the provider risks breaching the National Code and may have sanctions imposed on their registration. The department cannot, for privacy/defamation/natural justice reasons, issue a "black list" of agents about whom there have been concerns.

Why is Department of Education, Skills and Employment allowing agents to access to PRISMS?
The Department is allowing agents to create CoEs if the provider has given them authorisation to do so via the PRISMS User Registration form. The provider must approve these CoEs. The provider must not allow an agent they suspect of inappropriate behaviour access to PRISMS

What constitutes 'active recruitment of a student already enrolled with another provider'?
Active recruitment of a student is when an agent or representative of a particular provider speaks or writes directly to a student and promotes a provider or course as superior to and/or cheaper than the provider or course in which the student is currently enrolled, with the intention of encouraging the student to transfer from his or her current provider.

Answers to the following questions are available on the ASQA website at: https://www.asqa.gov.au/faqs

- Are equivalent training products automatically added to CRICOS providers' scopes?
- Can an overseas student who holds a student visa undertake additional study at the same time as their principal course?
- Can I add an ELICOS non-award course to my scope?
- Can I offer the same CRICOS course with different durations?
- Does a National ELT Accreditation Scheme (NEAS) accredited English language school offering courses to overseas students apply to ASQA for registration?
- How can I check the status of my application?
- If I need to add a course to my CRICOS scope, do I also need to add it to my RTO scope?
- Will it cost to change mode of delivery?
- Will it cost to change tuition fees?
- How long must CRICOS student assessment items be kept for?
- If an overseas student has a confirmation of enrolment (CoE) from another provider, can an RTO that is not CRICOS-registered still deliver courses to that international student?
- If an overseas student is already studying 20 hours/week, are they allowed to study another course in their own time?
- Is a CRICOS provider required to provide health cover for its students?
- Is there a requirement for specific holiday periods for CRICOS courses?
- Does ASQA investigate complaints about CRICOS providers?
- What standards do I need to comply with as a CRICOS provider?
- What is the required staff-to-student ratio?
- Can an RTO enrol an overseas visitor into a course and not be CRICOS registered?

How do students benefit from the new Tuition Protection Service (TPS)?
Under the previous system, students had their placement activity managed for them by the Tuition Assistance Scheme or failing that, by the Fund Manager, with limited say in their alternative enrolment.

The TPS gives students greater control and responsibility within the placement process by allowing students to make a choice from available alternative placement options. A more direct relationship in placements between affected students and prospective providers should lead to a more efficient and effective outcome for students and the sector

as a whole. Students should also benefit from more timely placements, or refunds where necessary, and a smoother transition to new providers.

Is a student's visa status likely to change during the placement and refund period?
A student's visa status does not change during the placement and refund period. However, where a student is refunded an amount of unexpended pre-paid tuition fees by the TPS Director, the Department of Immigration and Border Protection will be notified so as to assess that student for any visa compliance requirements.

Does a student have to take an alternative course if there is a suitable option available?
The TPS is a placement model with refunds provided as a last resort. It is a condition of the student visa program that students maintain their enrolment and attendance, so the preferable outcome is that students receive the tuition for which they have come to Australia and paid for.

The expectation is that students will accept an alternative place if one is available, for which they meet all the entry requirements and there is no cost disadvantage to them. However, the student is not compelled to accept an alternative place and is eligible for a refund of unexpended tuition fees. The student does need to confirm visa implications with Department of Immigration and Border Protection, but other options might include enrolling in a completely different course, other visa types or returning home.

What happens in the event that a student cannot find an alternative course option?
In a situation where a student cannot find an alternative course during the placement period the student is eligible to request a refund of the unexpended portion of pre-paid tuition fees.

Can students still receive a full refund of pre-paid fees if their provider closes?
No. A student is eligible to receive a refund of the unexpended pre-paid tuition fees which the student has paid to that provider. That means that the refund arrangements have changed from full refund to partial refund and cover only that portion of tuition for which the student has paid but for which tuition has not yet been received. These changes recognise that the existing full refund burden on providers has been unreasonable and a disincentive to meeting their refund obligations under ESOS. It also recognises that student's part-way through a course of study, should be able to obtain credit for units at another education provider of similar standing.

Following default, the provider has 14 days to fulfil its obligations to affected students. During this time the provider is able to either offer the student an alternative place which is acceptable to the student, or the appropriate refund amount. In the event the provider does not satisfy this obligation to an affected student, the TPS Director will facilitate access for the student to course placement as described above.

What proportion of pre-paid course fees do providers have to refund to students when required?
The ESOS Act has been amended to limit refunds paid to students to the portion of the course for which the student has paid but which has not been delivered or assessed in the event of a provider closure.

The TPS model outlined above states that when a defaulting provider fails to meet its refund obligation, the partial refund amount is calculated and is available to place the student in an alternative course in the first instance, and failing that, to provide a refund.
The method of calculating refunds is prescribed in a legislative instrument under the ESOS Act.

What documents will assist the TPS in determining a refund of pre-paid tuition fees?
To assist the TPS in calculating the refund of tuition fees for the part of the course for which the student has paid but which has not been delivered or assessed in the event of a provider closure, students should keep the following documents:

- Student agreement with the provider;
- Original receipts for tuition fees pre-paid to the provider;
- Bank statements; and
- Other relevant correspondence which identifies the amount of prepaid fees paid (e.g. an email or SMS between the provider and student).

Section 10. APPENDIX B – DEFINITIONS

Term	Definition
Accrediting authority	Refers to the organisation designated by or under legislation of the Australian Government or appropriate state or territory government to accredit persons or organisations to offer education or training services to Australian students.
Active recruitment	involves an agent or representative of Everthought College of Construction speaking or writing directly to an international student to promotes its course as superior to and/or cheaper than the registered provider or course in which the student is currently enrolled, with the intention of encouraging the international student to transfer from their current provider.
Campus	An education facility or site of the registered provider where classroom-based teaching or off the job training occurs.
Compassionate or compelling circumstances	'Compassionate or compelling' circumstances are generally those beyond the control of the overseas student and which have an impact upon the overseas student's course progress or wellbeing. See below for potential circumstances*
Compulsory study period	A compulsory study period is one in which the student must enrol unless granted a deferment or suspension from enrolment or leave of absence under (Deferring, suspending or cancelling the student's enrolment). A compulsory study period does not include periods in which the student can elect to undertake additional studies.
Confirmation of Enrolment (CoE)	A document, provided electronically, which is issued by the registered provider to intending overseas students and which must accompany their application for a student visa. It confirms the overseas student's eligibility to enrol in the particular course of the registered provider.
Corrective action	Action to eliminate the cause of a detected nonconformity or other undesirable situation.
Course	A course of education or training as defined in the ESOS Act.
Course-related fees	Includes: • all course money as defined by Section 7 of the ESOS Act • all optional fees or charges.
Course credit	Exemption from enrolment in a particular part of the course as a result of previous study, experience or recognition of a competency currently held. Includes academic credit and recognition of prior learning.
Course money	As defined by Section 7 of the ESOS Act, means money a provider receives, directly or indirectly, from: • an overseas student or intending overseas student; or • another person who pays the money on behalf of an overseas student or intending overseas student, for a course that the provider is providing, or offering to provide, to the overseas student. This includes tuition fees, any amount received by the provider for overseas student health cover, and any other amount that the student had to pay to the provider in order to undertake the course.
Course progress	The measure of advancement within a course towards the completion of that course irrespective of whether course completion is identified through academic merit or skill based competencies.
CRICOS	The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) is the register prescribed under Section 10 of the ESOS Act.
Critical incident	A traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury.
Designated authority	As defined by Section 5 of the ESOS Act, means a person responsible under the law of a state for approving providers to provide courses to overseas students in that state.

Distance learning	Study in which the teacher and overseas student are separated in time or space throughout the duration of the unit of study (including online learning) but does not include study where the student is resident in his or her home country or another country offshore and does not hold a student visa. Distance learning differs from online learning in that the study may be undertaken through written correspondence and exchange of hard copy materials.
Domestic student	Refers to all students who are not overseas students as defined in the National Code.
Education agent	A person or organisation (in or outside Australia) who recruits overseas students and refers them to education providers. In doing so, the education agent may provide education counselling to overseas students as well as marketing and promotion services to education providers. Education agent does not refer to an education institution with whom an Australian provider has an agreement for the provision of education (that is teaching activities).
Eligible relative	An eligible relative is a parent, spouse, de facto partner, brother, sister, step-parent, step-brother, step-sister, grandparent, aunt, uncle, niece or nephew, or a step-grandparent, step-aunt, step-uncle, step-niece or step-nephew and is: • nominated by a parent of the applicant or a person who has custody of the applicant • aged at least 21 • of good character, and show this by providing a police clearance from the countries in which they have lived for more than 12 months in the past 10 years after the age of 16 • an Australian citizen, permanent resident or be eligible to remain in Australia until the overseas student's visa expires or the overseas student turns 18 years of age (whichever happens first).
Enrolment	Where the student has been issued with a CoE to confirm acceptance by the registered provider and is occupying a place in the CRICOS registered course for which the student was accepted and is progressing towards the completion of the course requirements. The period of enrolment includes scheduled breaks between study periods.
ESOS framework	Principally comprises the Education Services for Overseas Students Act 2000 (ESOS Act), the Education Services for Overseas Students Regulations 2000 (the ESOS Regulations), the Education Services for Overseas Students (Registration Charges) Act 1997 (the ESOS Charges Act) and the National Code. The ESOS framework is supported by the *Migration Act 1958* and the *Migration Regulations 1994* and various state and territory legislation relevant to the education of overseas students.
Information	Includes electronic and paper-based formats.
Marketing	Promotion of the provider and its courses and facilities to prospective overseas students and their parents or guardians, education agents, international organisations and other interested parties such as alumni.
Migration agent	A person registered as a migration agent as per section 286 of the *Migration Act 1958*.
Mixed mode	See mode of study
Mode of study	Includes attendance face-to-face in a classroom, supervised study on the registered provider's campus, distance learning, online learning and work-based learning. Mixed mode refers to a combination of two or more of these modes.
Online learning	Study in which the teacher and overseas student communicate mainly through electronic technologies for the unit. For the purpose of the National Code, permissible online learning does not include study where the student is resident in his or her home country or another country**,** does not hold a student visa and is undertaking a unit of study with a registered provider which is located in Australia.
Overseas student	A person (whether within or outside Australia) who holds a student visa as defined by the ESOS Act, but does not include students of a kind prescribed in the ESOS Regulations. Where the student is under 18 years of age and the student is required to exercise rights or enter obligations as a legal person, this term may refer to the student's parent or legal guardian.

Preventative action	Action to eliminate the cause of a possible nonconformity or otherwise undesirable potential situation.
Principal course of study	The principal course of study refers to the main course of study to be undertaken by an overseas student where a student visa has been issued for multiple courses of study. The principal course of study would normally be the final course of study where the overseas student arrives in Australia with a student visa that covers multiple courses.
PRISMS	The Provider Registration and International Student Management System (PRISMS) is the system used to process information given to the Secretary of DEST by registered providers.
Provider	An institution or other body or person in Australia that provides or seeks to provide CRICOS registered courses to overseas students as defined by the ESOS Act.
Provider default	Where the registered provider fails to provide a course or ceases to provide a course to an overseas student in accordance with Section 27(1) of the ESOS Act.
Recruitment	The pre-enrolment processes of engaging and assisting overseas students (or parent or guardian if the overseas student is under 18) to apply for a place in a course with a provider leading up to the formal enrolment, including assistance with administrative issues and the issuing of a Confirmation of Enrolment for an application for a student visa.
Registered provider	The process whereby a provider is recommended by a designated authority for registration under the ESOS Act to provide a specified course in that state to overseas students; and the provider is registered by the Secretary of DEST on CRICOS. Registration includes re-registration.
Scheduled course contact hours	The hours for which students enrolled in the course are scheduled to attend classes, course-related information sessions, supervised study sessions, mandatory and supervised work-based training and examinations.
Self-accrediting provider	Self-accrediting institutions are established by or under relevant Australian Government or state or territory government legislation with the authority to accredit their own courses.
State	Includes the Australian Capital Territory and the Northern Territory.
Student	Refers to an overseas student as defined above in all cases except where otherwise explicitly stated.
Student contact officer	Employee(s) of the registered provider deemed to have an appropriate level of skill, knowledge and expertise who is able to provide advice to overseas students on a range of matters.
Student default	Where an overseas student does not start a course or withdraws from a course as defined in Section 27(2) of the ESOS Act.
Student visa	An authorisation permitting people who are not Australian citizens or permanent residents to come to Australia for the primary purpose of studying in Australia as defined by the *Migration Act 1958*.
Study period	A discrete period of study within a course, namely term, semester, trimester, short course of similar or lesser duration, or as otherwise defined by the registered provider as long as that period does not exceed six months.
Unit	A discrete component of study within a course; the term includes 'subject' and 'module'.
Welfare-related support services	Services which address the mental, physical, social and spiritual well-being of overseas students. These services may include, through direct provision or referral, information/advice about: accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programmes promoting social interaction, religious and spiritual matters, and stress-management.
Reasonable steps	Could include the registered provider asking the international student if they are currently enrolled with another provider, checking an international student's visa and using Provider Registration and International Student Management System (PRISMS).