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International Student Handbook

Paragon Polytechnic
Level 6, 250 Collins Street, Melbourne, VIC. 3000, Australia.
Email: info@paragon.edu.au | Website: www.paragon.edu.au | Tel: 03 7068 0005
RTO: 41028 CRICOS: 03435D ABN: 24 111 139 578

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WELCOME

Welcome to Paragon Polytechnic where you learn today for a better tomorrow. Paragon Polytechnic are committed to help all students to meet their future goals through education and learning. We are proud to be recognised as a quality provider within the industry. The latter has been achieved by ensuring all students receive the training, support and skills that they deserve for their future.

We pride ourselves on offering a supportive and flexible learning environment with highly dedicated teachers, trainers and assessors to help you reach your goals. In this modern world, you need to have the competitive edge to distinguish yourself from the competition. Our qualified teachers, trainers and assessors will not only provide you with quality education but with practical and life experiences that you can learn from and to help you reach your dreams.

Our students come from different backgrounds, and this creates a unique atmosphere where you can experience other cultures and socialise. Our approachable teachers, trainers, assessors and administration staff are happy to share experiences with you and to provide stepping stones for your future ahead.

We look forward to welcoming you to Paragon Polytechnic.

STUDYING THROUGH PARAGON POLYTECHNIC

Paragon Polytechnic is conveniently located in the Melbourne CBD and is easily reached by public transport or by car and is well serviced with car parks in the area.

We strive to provide the best possible equipment, highly educated staff with recent industry experience and curriculum to ensure that you get a qualification that is highly regarded by industry.

OUR OBLIGATION AS YOUR RTO AND CRICOS EDUCATION PROVIDER

As a Registered Training Organisation (RTO: 41028) and CRICOS Education Provider (CRICOS: 03435D) registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards for RTOs 2015, which are part of the VET Quality Framework, as well as the Education Services for Overseas Students Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code).

To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations, and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well. This includes our training partners and education agents where applicable. As the RTO we have the responsibility to issue your AQF certification documents in line with our issuance policy as outlined in this Handbook. If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

CONTACT INFORMATION AND EMERGENCY CONTACTS

Main Office Address: Level 6, 250 Collins Street, Melbourne VIC 3000, Australia

- Phone: 03 7068 0005
- Email : info@paragon.edu.au
- Website: Website: www.paragon.edu.au
- Operating Hours: 8.30AM – 5.00PM Melbourne Monday to Sunday

Emergency matters

- Contact details - 000
- Service details - Life threatening situations, such as a car crash or a fire.

Local police – non-urgent matters

- Contact details - Call 13 14 47
- Website: https://www.police.vic.gov.au/

Lifeline

- Contact details - 13 11 14
- Service details - Lifeline provides crisis support, suicide prevention and mental health support services across Australia. These can include stresses from work, family or society and physical and mental wellbeing. Lifeline offers support services by phone or through their online chat available on their website.

Department of Home Affairs

- 808 Bourke Street, Docklands VIC 3008
- Phone: 13 18 81
- Opening Hours: 9 am to 4 pm - Monday to Friday

PUBLIC FACILITIES:

Local Medical Centers:

1. Royal Melbourne Hospital – City Campus
   - Address: 300 Grattan St, Parkville VIC 3052
   - Trading hours: Open 24 hours
   - Website: https://www.thermh.org.au/
   - Phone: +61 (03) 9342 7000
2. Royal Melbourne Hospital – Royal Park Campus
   - Address: 34-54 Poplar Rd, Parkville, VIC 3050
   - Trading hours: Open 24 hours
   - Website: https://www.thermh.org.au/locations/rmh-royal-park
   - Phone: +61 (03) 8387 2000
3. Royal Melbourne Hospital – Elizabeth Street Campus
   - Address: 635 Elizabeth Street. Melbourne, VIC 3000
   - Trading hours: Open 24 hours
   - Website: https://www.thermh.org.au/locations/rmh-elizabeth-st
   - Phone: +61 (03) 9342 7000

Transport:

Victoria Metro: https://www.metrotrains.com.au/

Victoria Metro is Victorian's public transport system, providing locals and visitors cost effective and efficient travel throughout the city and the greater metropolitan area. You'll find timetables, fares and service information on the Victorian Metro website or PTV App for Journey Planner and get information in real time.

Melbourne's train and tram services run between 5am and midnight, Monday to Thursday, with extended hours to around 1am on Friday and Saturday nights. On Sunday, trains and trams run from 7am to 11pm. Many of Melbourne's bus routes run from 6am – 9pm Mon – Fri, 8am – 9pm Saturday and 9am – 9pm Sunday.

To travel on the public transport system, you'll need to pay your fare using either a Myki Card, Visitor Pass or Metro paper ticket. Learn about each option and see which suits your needs best on the Victorian Metro website.

Free travel

For your convenience, Victorian Metro provides several free public transport options servicing the city.

Free tram loop:

The City Circle Tram service provides a free and convenient way to get around central Melbourne. Tourists, shoppers, office workers and families can use the City Circle Tram for travel to major attractions, shops and city events.

Tram route

- Clockwise

The City Circle tram service operates within Melbourne's central business district. The service operates in a circular route passing major tourist attractions, as well as linking with other tram, train and bus routes in and around Melbourne. Clockwise service: Flinders Street > Harbour Esplanade > Docklands Drive > La Trobe Street > Victoria Street > Nicholson Street > Spring Street > Flinders Street.

- Anticlockwise

The City Circle tram service operates within Melbourne's central business district. The service operates in a circular route passing major tourist attractions, as well as linking with other tram, train and bus routes in and around Melbourne. Anti-clockwise service: Flinders Street > Spring Street > Nicholson Street > Victoria Parade > La Trobe Street > Docklands Drive > Harbour Esplanade > Flinders Street.

You can spend all day on a City Circle Tram. Information leaflets, including an 'easy to understand' map of the city are available on board each tram.

How to get the free tram

To catch the City Circle Tram service (route number 35), simply board the tram at any of the specially marked stops on the route. You don't need a myki (ticket) if you're only travelling in the city's Free Tram Zone or on the City Circle Tram.

Local taxi companies

- http://www.13cabs.com.au/ 132 227
- http://www.silvertop.com.au/ 131 008
- https://www.uber.com/en-AU/cities/melbourne/

Post Office

Australia Post - Melbourne GPO - 260 Elizabeth St, Melbourne VIC 3000

- Phone 13 13 18
- Mon – Fri 9:00 am - 5:00 pm
- Saturday: 9:00am – 12:30pm
- Sunday Closed

LIVING AND STUDYING IN AUSTRALIA

You can find lots of useful information about living and studying in Australia at www.studyinaustralia.gov.au. The web site also includes a useful guide about studying and living in Australia that you can download. Some of the information included on this website is also included in this guide.

As part of your orientation program, you will also be provided with information to assist you with adjusting to study and life in Australia, including information about living and studying in Melbourne.

This first section of the Handbook provides you with information about the courses we offer, how to apply, including how to apply for your visa. It also provides you with information about arriving in Australia, as well as some introductory information about living and studying in Australia.

COURSES PROVIDED BY PARAGON POLYTECHNIC

As an RTO and CRICOS registered provider, Paragon Polytechnic offers:

Vocational Education and Training (VET) Courses:

- AUR30320 - Certificate III in Automotive Electrical Technology
- AUR30620 - Certificate III in Light Vehicle Mechanical Technology
- AUR40216 - Certificate IV in Automotive Mechanical Diagnosis
- AUR40620 - Certificate IV in Automotive Electrical Technology
- AUR50116 - Diploma of Automotive Management

Course Code and Title	**AUR30320 - Certificate III in Automotive Electrical Technology**
Duration	This qualification is expected to be completed in 52 weeks. This will include 49 weeks of face-to-face training and assessment spread over 2 terms. There are 3 weeks of term breaks. Refer to the Training and Assessment Schedule section for further details.
Intake	The intakes are scheduled to commence on the 2nd Monday of every month
Description	This qualification reflects the role of individuals who service, diagnose and repair electrical systems and components in vehicles in the automotive electrical service and repair industry. No licensing, legislative or certification requirements apply to this qualification at the time of publication.
Employment Pathways	This qualification provides a pathway to work as a Automotive Electrical technician/ or Vehicle electrical system technician.
Further Study Pathways	This qualification may provide a pathway to a range of Certificate IV level qualifications in the mechanical and specialisation sector including, but not limited to, AUR40620 Certificate IV in Automotive Electrical Technology.
Entry Requirements	There are no specific entry requirements as per the qualification details or training package. International students entering this course at Paragon Polytechnic must meet the following entry requirements: **Age requirements** Students must be a minimum age of 18 years or above at the time of course commencement. **Academic Requirements** To enter this qualification, applicants should have successfully completed an Australian Year 12 (or an international secondary school year which is equivalent to Australian Year 12) with satisfactory results, OR successful completion of a recognised Foundation Studies program in Australia, OR successful completion of the international Baccalaureate Certificate, OR Successful completion of an Australian qualification of AQF level 3. An educational achievement which is greater than any of these is also suitable. e.g. successful completion of Australian Year 12. **English Language Requirements** To enter this qualification, applicants must also meet English Language Requirements - IELTS (Academic) overall score of 5.5 or TOEFL IBT 46 or Cambridge English Advanced (CAE) 162 or PTE Academic 42 or equivalent. English language competence can also be demonstrated through documented evidence of any of the following: • Minimum five (5) years of study in English in Australia, Canada, New Zealand, Britain, America, South America or Ireland. • Completed in Australia in English a substantial component (at least 50%) of a qualification at AQF level 4 or higher. • Successfully completed in Australia in English the Senior Secondary Certificate of Education.

	• Completed a recognised ELICOS program and achieved an English Proficiency level of upper intermediate or equivalent. Applicants without the documented evidence to demonstrate the required English language competence may undertake the Language Literacy and Numeracy (LLN) test online to achieve a result of ACSF Level 3 to meet Paragon Polytechnic English Language entry requirement. **DHA requirements:** Applicants must also provide documentation according to Department of Home Affair requirements. For further information on student visa assessment level and documentation, visit Department of Home Affairs' website at: https://www.homeaffairs.gov.au/ **Pre-training review** All international students will undertake pre-training review to determine suitability for the course and student needs. The aim of the review is to identify their training needs through questions on previous education or training, relevance of the course to applicant, relevant experience and interview conducted by Paragon Polytechnic enrolment officer. Interview will also aim to identify any support needs and possible RPL opportunities. Through pre-training review student will demonstrate that they have necessary skills to successfully complete the course **Language, Literacy and Numeracy (LLN) Assessment** All students will be required to complete an LLN assessment prior to the commencement of the course. – it is a diagnostic process to identify if prospective student requires LLN support during study. **Hardware/Software requirements** Paragon Polytechnic will provide access of computers/laptops during classroom hours, however for students to work on assessments, tasks, and self-study, all students are expected to have access to a laptop or computer with Windows operating system and Microsoft Office software applications, like Microsoft Word at their own cost. Note: some assessment tasks are completed using a computer and internet, and it is essential for the student to possess basic computer skills. **Unique Student Identifier (USI)** Furthermore, students will be required to provide Paragon Polytechnic with their Unique Student Identifier (USI) number when they enrol. USI is a 10-character code made up by number and letters issued by the Australian Government to uniquely identify student who has undertaken or training in Australia. USI keeps student's nationally recognised training records from all providers including completed training units and qualifications in one place, ensuring that the records are not lost.

Course Code and Title	**AUR30620 - Certificate III in Light Vehicle Mechanical Technology**
Duration	This qualification is expected to be completed in 78 weeks. This will include sixty (60) weeks of face-to-face training and assessment spread over 6 terms. Additional three (3) weeks in Term 6 are allocated to give the Learners the

	opportunity to complete all course requirements (i.e., re-submission, reassessment). There are 15 weeks of term breaks spread over 5 breaks of 3 weeks each. Refer to the Training and Assessment Schedule section for further details.
Intake	The intakes are scheduled to commence on the 2nd Monday of every month
Description	This qualification reflects the role of individuals who perform a broad range of tasks on a variety of light vehicles in the automotive retail, service and repair industry. No licensing, legislative or certification requirements apply to this qualification at the time of publication.
Employment Pathways	This qualification provides a pathway to work as a light vehicle mechanical technician / light vehicle mechanic.
Further Study Pathways	This qualification may provide a pathway to a range of Certificate IV level qualifications in the mechanical and specialisation sector including, but not limited to, AUR40216 Certificate IV in Automotive Mechanical Diagnosis.
Entry Requirements	There are no specific entry requirements as per the qualification details or training package. International students entering this course at Paragon Polytechnic must meet the following entry requirements: **Age requirements** Students must be a minimum age of 18 years or above at the time of course commencement. **English Language Requirements** To enter this qualification, applicants must also meet English Language Requirements - IELTS (Academic) overall score of 5.5 or TOEFL IBT 46 or Cambridge English Advanced (CAE) 162 or PTE Academic 42 or equivalent. English language competence can also be demonstrated through documented evidence of any of the following: • Minimum five (5) years of study in English in Australia, Canada, New Zealand, Britain, America, South America or Ireland. • Completed in Australia in English a substantial component (at least 50%) of a qualification at AQF level 4 or higher. • Successfully completed in Australia in English the Senior Secondary Certificate of Education. • Completed a recognised ELICOS program and achieved an English Proficiency level of upper intermediate or equivalent. Applicants without the documented evidence to demonstrate the required English language competence may undertake the Language Literacy and Numeracy (LLN) test online to achieve a result of ACSF level 3 to meet Paragon Polytechnic's English Language entry requirement. **DHA requirements:** Applicants must also provide documentation according to Department of Home Affair requirements. For further information on student visa assessment level and documentation, visit Department of Home Affairs' website at: https://www.homeaffairs.gov.au/

	Pre-training review All international students will undertake pre-training review to determine suitability for the course and student needs. The aim of the review is to identify their training needs through questions on previous education or training, relevance of the course to applicant, relevant experience and interview conducted by Paragon Polytechnic enrolment officer. The interview will also aim to identify any support needs and possible RPL opportunities. Through pre-training review student will demonstrate that they have necessary skills to successfully complete the course **Language, Literacy and Numeracy (LLN) Assessment** All students will be required to complete an LLN assessment prior to the commencement of the course. – it is a diagnostic process to identify if prospective student requires LLN support during study. **Hardware/Software requirements** Paragon Polytechnic will provide access of computers/laptops during classroom hours, however for students to work on assessments, tasks and self-study all students are expected to have access to a laptop or computer with windows operating system and office application like Microsoft word at their own cost. **Note**: Some assessment tasks are completed using a computer and internet, and it is essential for the student to possess basic computer skills.

Course Code and Title	**AUR40216 - Certificate IV in Automotive Mechanical Diagnosis**
Duration	This qualification is expected to be completed in 26 weeks. This will include 22 weeks of face-to-face training and assessment spread over 2 terms. Additional two weeks in Term 2 are allocated to give the Learners the opportunity to complete all course requirements (i.e. re-submission, re- assessment). There are two weeks of term break. Refer to the Training and Assessment Schedule section for further details.
Intake	The intakes are scheduled to commence on the 2nd Monday of every month
Description	This qualification reflects the role of individuals who perform advanced diagnostic tasks in the automotive retail, service and repair industry.
Employment Pathways	Potential employment options are in a range of community services management roles.
Further Study Pathways	This qualification may provide a pathway to a range of Diploma level qualifications in the mechanical and specialisation sector including, but not limited to, AUR50116 Diploma of Automotive Management.
Entry Requirements	The entry requirements as per the qualification details or training package together with Paragon Polytechnic's admission criteria are as follows: **Age requirements** Students must be a minimum age of 18 years or above at the time of course commencement. **Academic Requirements** Students must have completed a Diploma qualification and/or above or at least 2 years equivalent full-time relevant workplace experience at a significant level of leadership and management responsibility and/or complexity in an enterprise.

	English Language Requirements To enter this qualification, applicants must also meet English Language Requirements - IELTS (Academic) overall score of 5.5 or TOEFL IBT 46 or Cambridge English Advanced (CAE) 162 or PTE Academic 42 or equivalent. English language competence can also be demonstrated through documented evidence of any of the following: • Minimum five (5) years of study in English in Australia, Canada, New Zealand, Britain, America, South America or Ireland. • Completed in Australia in English a substantial component (at least 50%) of a qualification at AQF level 4 or higher. • Successfully completed in Australia in English the Senior Secondary Certificate of Education. • Completed a recognised ELICOS program and achieved an English Proficiency level of upper intermediate or equivalent. Applicants without the documented evidence to demonstrate the required English language competence may undertake the Language Literacy and Numeracy (LLN) test online to achieve a result of ACSF level 3 to meet Paragon Polytechnic's English Language entry requirement. **DHA requirements:** Applicants must also provide documentation according to Department of Home Affair requirements. For further information on student visa assessment level and documentation, visit Department of Home Affairs' website at: https://www.homeaffairs.gov.au/ **Pre-training review** All international students will undertake pre-training review to determine suitability for the course and student needs. The aim of the review is to identify their training needs through questions on previous education or training, relevance of the course to applicant, relevant experience and interview conducted by Paragon Polytechnic enrolment officer. The interview will also aim to identify any support needs and possible RPL opportunities. Through pre-training review student will demonstrate that they have necessary skills to successfully complete the course **Language, Literacy and Numeracy (LLN) Assessment** All students will be required to complete an LLN assessment prior to the commencement of the course. – it is a diagnostic process to identify if prospective student requires LLN support during study. **Hardware/Software requirements** Paragon Polytechnic will provide access of computers/laptops during classroom hours, however for students to work on assessments, tasks and self-study all students are expected to have access to a laptop or computer with windows operating system and office application like Microsoft word at their own cost. Note: Some assessment tasks are completed using a computer and internet, and it is essential for the student to possess basic computer skills.

Course Code and Title	**AUR40620 - Certificate IV in Automotive Electrical Technology**
Duration	This qualification is expected to be completed in 26 weeks. This will include 26 weeks of face-to-face training and assessment spread over 3 terms. There are 4 weeks of term breaks spread over 2 breaks of 2 weeks each. Refer to the Training and Assessment Schedule section for further details.
Intake	The intakes are scheduled to commence on the 2nd Monday of every month
Description	This qualification reflects the role of individuals who work as master diagnostic technicians the automotive service and repair industry; servicing, diagnosing and repairing vehicle electrical systems and components. A range of advanced electrical diagnostic skills and knowledge is necessary, and leadership and supervision of others would be expected. No licensing, legislative or certification requirements apply to this qualification at the time of publication.
Employment Pathways	This qualification provides a pathway to work as a light vehicle mechanical technician/light vehicle mechanic or vehicle electrical system technician.
Further Study Pathways	This qualification may provide a pathway to a range of Diploma level qualifications in the mechanical and specialisation sector including, but not limited to, AUR50116 Diploma of Automotive Management, AUR50216 Diploma in Automotive Technology or other relevant qualifications.
Entry Requirements	International students undertaking Certificate IV in Automotive Electrical Technology must have completed AUR30320 Certificate III in Automotive Electrical Technology or be able to demonstrate equivalent competency. Additionally, international students joining Paragon Polytechnic must meet the following entry requirements: **Age requirements** Students must be a minimum age of 18 years or above at the time of course commencement. **Academic Requirements** Students must have completed a Diploma qualification and/or above or at least 2 years equivalent full-time relevant workplace experience at a significant level of leadership and management responsibility and/or complexity in an enterprise. **English Language Requirements** To enter this qualification, applicants must also meet English Language Requirements - IELTS (Academic) overall score of 5.5 or TOEFL IBT 46 or Cambridge English Advanced (CAE) 162 or PTE Academic 42 or equivalent. English language competence can also be demonstrated through documented evidence of any of the following: • Minimum five (5) years of study in English in Australia, Canada, New Zealand, Britain, America, South America or Ireland. • Completed in Australia in English a substantial component (at least 50%) of a qualification at AQF level 4 or higher. • Successfully completed in Australia in English the Senior Secondary Certificate of Education. • Completed a recognised ELICOS program and achieved an English Proficiency level of upper intermediate or equivalent.

	Applicants without the documented evidence to demonstrate the required English language competence may undertake the Language Literacy and Numeracy (LLN) test online to achieve a result of ACSF level 3 to meet Paragon Polytechnic's English Language entry requirement. **DHA requirements:** Applicants must also provide documentation according to Department of Home Affair requirements. For further information on student visa assessment level and documentation, visit Department of Home Affairs' website at: https://www.homeaffairs.gov.au/ **Pre-training review** All international students will undertake pre-training review to determine suitability for the course and student needs. The aim of the review is to identify their training needs through questions on previous education or training, relevance of the course to applicant, relevant experience and interview conducted by Paragon Polytechnic enrolment officer. The interview will also aim to identify any support needs and possible RPL opportunities. Through pre-training review student will demonstrate that they have necessary skills to successfully complete the course **Language, Literacy and Numeracy (LLN) Assessment** All students will be required to complete an LLN assessment prior to the commencement of the course. – it is a diagnostic process to identify if prospective student requires LLN support during study. **Hardware/Software requirements** Paragon Polytechnic will provide access of computers/laptops during classroom hours, however for students to work on assessments, tasks and self-study all students are expected to have access to a laptop or computer with windows operating system and office application like Microsoft word at their own cost. Note: Some assessment tasks are completed using a computer and internet, and it is essential for the student to possess basic computer skills. **Kitchen Toolkit** Applicants will need access to a kitchen toolkit, which includes a chef's uniform, safety shoes, various knives and small equipment. Students may wish to arrange this equipment themselves or Paragon Polytechnic can provide them a toolkit for an additional cost. Students will need these to undergo the training effectively. **Physical Requirements** Applicants will need to be physically able to carry out manual handling required to perform tasks involved while undergoing training. As part of this course learners are expected to handle complex foods – e.g. cooking of various processed or raw meats, poultry, seafood's, dairy items and student must keep in mind of any religious or dietary barriers to handle such foods before enrolling in this course. Paragon Polytechnic will identify any such barriers presented by students during pre-training review and provide required support and reasonable adjustment where possible.

Course Code and Title	**AUR50116 - Diploma of Automotive Management**
Duration	This qualification is expected to be completed in 52 weeks. This will include 40 weeks of face-to-face training and assessment spread over four (4) study periods (terms). Additional three (3) weeks in Term 4 are allocated to give the Learners the opportunity to complete all course requirements (i.e., re-submission, reassessment). There are 9 weeks of term breaks spread over 3 breaks of 3 weeks each. Refer to the Training and Assessment Schedule section for further details.
Intake	The intakes are scheduled to commence on the 2nd Monday of every month
Description	This qualification reflects the role of individuals who undertake leadership and management roles in the automotive industry. It is suitable for entry into senior management roles in all sectors of the automotive industry.
Employment Pathways	This qualification provides a pathway to work as an automotive business owner or dealership manager.
Further Study Pathways	This qualification may provide a pathway to further studies in vocational or tertiary level in leadership and management.
Entry Requirements	This qualification may be accessed by direct entry. International students entering this course at Paragon Polytechnic must meet the following entry requirements: **Age requirements** Students must be a minimum age of 18 years or above at the time of course commencement. **Academic Requirements** Students must have completed a Diploma qualification and/or above or at least 2 years equivalent full-time relevant workplace experience at a significant level of leadership and management responsibility and/or complexity in an enterprise. **English Language Requirements** To enter this qualification, applicants must also meet English Language Requirements - IELTS (Academic) overall score of 5.5 or TOEFL IBT 46 or Cambridge English Advanced (CAE) 162 or PTE Academic 42 or equivalent. English language competence can also be demonstrated through documented evidence of any of the following: • Minimum five (5) years of study in English in Australia, Canada, New Zealand, Britain, America, South America or Ireland. • Completed in Australia in English a substantial component (at least 50%) of a qualification at AQF level 4 or higher. • Successfully completed in Australia in English the Senior Secondary Certificate of Education. • Completed a recognised ELICOS program and achieved an English Proficiency level of upper intermediate or equivalent. Applicants without the documented evidence to demonstrate the required English language competence may undertake the Language Literacy and Numeracy (LLN) test online to achieve a result of ACSF level 3 to meet Paragon Polytechnic's English Language entry requirement.

	DHA requirements: Applicants must also provide documentation according to Department of Home Affair requirements. For further information on student visa assessment level and documentation, visit Department of Home Affairs' website at: https://www.homeaffairs.gov.au/ **Pre-training review** All international students will undertake pre-training review to determine suitability for the course and student needs. The aim of the review is to identify their training needs through questions on previous education or training, relevance of the course to applicant, relevant experience and interview conducted by Paragon Polytechnic enrolment officer. The interview will also aim to identify any support needs and possible RPL opportunities. Through pre-training review student will demonstrate that they have necessary skills to successfully complete the course **Language, Literacy and Numeracy (LLN) Assessment** All students will be required to complete an LLN assessment prior to the commencement of the course. – it is a diagnostic process to identify if prospective student requires LLN support during study. **Hardware/Software requirements** Paragon Polytechnic will provide access of computers/laptops during classroom hours, however for students to work on assessments, tasks and self-study all students are expected to have access to a laptop or computer with windows operating system and office application like Microsoft word at their own cost. Note: Some assessment tasks are completed using a computer and internet, and it is essential for the student to possess basic computer skills. **Kitchen Toolkit** Applicants will need access to a kitchen toolkit, which includes a chef's uniform, safety shoes, various knives and small equipment. Students may wish to arrange this equipment themselves or Paragon Polytechnic can provide them a toolkit for an additional cost. Students will need these to undergo the training effectively. **Physical Requirements** Applicants will need to be physically able to carry out manual handling required to perform tasks involved while undergoing training. As part of this course learners are expected to handle complex foods – e.g. cooking of various processed or raw meats, poultry, seafood's, dairy items and student must keep in mind of any religious or dietary barriers to handle such foods before enrolling in this course. Paragon Polytechnic will identify any such barriers presented by students during pre-training review and provide required support and reasonable adjustment where possible.

* More information about any of the courses above, including up-to-date fees and charges can be found in our course outlines published on our website www.paragon.edu.au

DELIVERY LOCATIONS

The courses are delivered at the following campus and workshop locations.

Level 6, 250 Collins Street, Melbourne, VIC. 3000, Australia

ADMISSIONS AND ENROLMENT

Following are the steps of the Admissions and Enrolment Process for International Students:

Step 1: Prospective student previews information about course and the Academy

- Information sources include but not limited to online, print, seminar/exhibition & marketing event.

Step 2: Prospective students make an enquiry to the Academy.

- Prospective students may make the inquiry using online methods (website, Facebook, email), by phone or walk-in to the Academy.

Step 3: Discuss with Marketing and Admissions Staff about the training product.

Step 4: Submit Formal Application and Support documents.

- Prospective students complete the International Student Application Form and sign Privacy Notice and Student Declaration– which is the formal application endorsement. Supporting documents are submitted.

Step 5: Complete the Pre- Training Review (PTR)

- Provide all information and documentation as required. The prospective student is required to complete Pre-Training Review Form
- Sit for the pre training interview to determine the suitability to the training product. Offshore students will participate to the interview via (video conferencing or teleconferencing)
- Complete the Foundation Skills Assessment (LLN test)

Step 6: Sign and accept the Letter of Offer and Student Agreement (LOO)

- This is the final stage for applicant to understand and agree to all terms and conditions of the LOO.

Step 7: Make Payment

- As outlined in the LOO, arrange the initial payment required to confirm enrolment.

Step 8: Receive Confirmation of Enrolment (COE)

- International COE - Confirmation of Enrolment received by student and/or education agent. Also, information on Orientation Day is included.

Step 9: Apply for Student Visa

- Apply for Student Visa with the COE. For more information, please visit https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500

Step 10: Book Flights and Arrange Accommodation

- Book your flights to Melbourne and arrange accommodation for the duration of your study.
- If airport pickup is required, confirm arrangements with the Academy.

Step 11: Departure & Arrival

- Ensure you have packed all necessary belongings. Ensure your airport pickup and accommodation arrangements are finalised.
- Bring copies of your enrolment, and accommodation arrangements.
- Have a safe trip to Melbourne.

Step 12: Attend Orientation Session

- Compulsory session to receive all course and student orientation information, student registration, uniform sizing and student ID cards issuance.

UNIQUE STUDENT IDENTIFIER (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognized training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must either:

- Provide us with your USI, or
- Provide us with permission to access or create your USI on your behalf.

For information about exemptions for individuals, please review this webpage:
https://www.usi.gov.au/your-usi/create-usi

If you are providing us with permission to access or create your USI we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

If you would like to create your own USI, please visit: https://www.usi.gov.au/your-usi/create-usi

We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.

CREDITS

A credit is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

The Academy can grant you credit towards your course for units of competency or modules that you have already completed with another RTO or authorised issuing organisation. We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit/ module in your course, and the subject or unit you have completed.

To apply, fill in the Credit Transfer Form and submit it as part of your application. You can apply for Credit at any time however it is best you do this as part of your enrolment so that Credits are known upfront, and you are not required to do any work that you otherwise may not have needed to do.

Make sure you attach certified copies of transcripts from your previous study. In some cases, we may ask for additional information about the subject or unit you previously studied so we can determine equivalence. Your Credit Transfer From may be returned to you if you don't provide the required information.

In some cases, Credits may lead to a reduction in the course fees as there is less work involved in offering your course. This will be advised to you in writing. You will be advised in writing of the outcome of your Credit Application.

The detailed Credit Transfer procedures are specified on Paragon Polytechnic's *Credit Transfer and Recognition of Prior Learning Policy* which can be found on Paragon Polytechnic's website www.paragon.edu.au

Reduction of Course Duration as a result of Credit or RPL

If Credit or RPL is granted after the acceptance of a place in a course or on commencement of studies and will affect the duration of studies, Paragon Polytechnic will provide you with a new Confirmation of Enrolment Letter (CoE) including the new duration.

RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.

The Academy has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You should ideally apply for RPL at the time of enrolment.

If you think RPL is a suitable option for you, the first step is to contact your trainer/assessor or our office and have a conversation about whether or not RPL might be suitable for you. Suitability is often determined on how much experience you have in a certain area, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with a RPL Evidence Portfolio Pack that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence.

A trainer/assessor will be available to assist you throughout this process.

To apply for RPL, you will need to fill in the RPL Evidence Portfolio Pack and return it with an RPL Application Form. Your application will then be assessed for suitability, and you will then be contacted by an assessor to progress the RPL process.

From here, usually the RPL process involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and depending on the area, observation of your work skills in your workplace.

Fees are applicable for Recognition of Prior Learning, and you will be advised of these fees upon contacting us. For more information about submitting an application for RPL, contact our office.

The detailed Recognition of Prior Learning procedures are specified on Paragon Polytechnic's *Credit Transfer and Recognition of Prior Learning Policy* which can be found on Paragon Polytechnic website www.paragon.edu.au

VISAS

Once you receive your electronic Confirmation of Enrolment, you will need to apply for your visa. Information about applying for a visa can be found at https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500

This document explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, permission to work, Overseas Student Health Cover and charges associated with the visa application. You may wish to use a registered migration agent to assist you with your application, or Paragon Polytechnic has a range of education agents who can assist you with the

process of applying for a course at Paragon Polytechnic and including assistance with visas. Contact us for details of the education agents that we use.

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

VISA CONDITIONS

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

https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500

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

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

ARRANGING TRAVEL AND DOCUMENTS TO BRING

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

The nearest international Airport is Melbourne International Airport in Melbourne, Australia.

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

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

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

ENTRY INTO AUSTRALIA

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

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

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

If you want further information, visit the Australian Quarantine and Inspection Service (AQIS) website at http://www.agriculture.gov.au/travelling/arriving-in-australia

ARRIVING IN AUSTRALIA

Getting from Melbourne Airport to your accommodation

Melbourne Airport's international and domestic terminals are located under one roof. The airport is about 30-minute drive from the city.

On the plane, you will be given an Incoming Passenger Card to complete. You will need to fill in your flight details and customs information.

Make sure you have your passport and Incoming Passenger Card ready for the Entry Control Point.

When you have passed through the Entry Control Point, you will collect your baggage and exit via Customs and Quarantine (AQIS).

There are 2 exit channels after you have collected your baggage.

- If you have any goods to declare, you must walk through the red channel
- If you have nothing to declare, you can proceed through the green channel

Note that there will be an Airport Pickup Service fee that will apply. Also, you can take a taxi from the airport. There is a bus service (Skybus) that will take you to the heart of Melbourne CBD and walking distance to the Academy.

TRAVELLERS' INFORMATION SERVICE AT MELBOURNE AIRPORT

On arrival, please make your way to the Information and Tourism Bookings Booth located on the ground floor of the terminal opposite the bottom of the escalator.

You can also choose Shuttle Bus, which offers a Door-to-Door service from Melbourne Airport to Melbourne Hotels and Businesses and return.

Alternatively, you can call a taxi. It is convenient to catch a taxi outside of the Melbourne Airport or call for a service as the details provided above. Access to the terminal is via the northern doors. The lifts or escalators will take you to Level 2 for departures. To exit the airport, there is a designated taxi rank located to the left of the pedestrian plaza as you walk out of the terminal. Concierges provide a safe environment and allocate taxis to passengers. They can also organise taxis with wheelchair access, five-seaters and maxi taxis for larger groups or station wagons for large amounts of baggage.

You can go to the Melbourne Airport website https://www.melbourneairport.com.au for more information regarding the transport options. Alternatively, you can call Melbourne Metro Infoline 1800 800 007.

KEEPING IN CONTACT

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

ARRANGING YOUR FINANCES

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

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

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

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

Find out more about money matters by visiting http://www.studyinaustralia.gov.au/en/Living-in-Australia/Money-Matters

ACCOMMODATION

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

If a student requires assistance in finding accommodation during his/her studies, the Academy will provide necessary information and direction depending on the situation of the student. The student will be provided with information such as:

- Comparisons of costs among different types of accommodation
- Advice on which type of accommodation will be suitable for the student
- Contact details for home stay agencies or networks
- Contact details for real estate agents
- Contact details of relevant websites, newspapers, noticeboards

Following are some of the accommodation options and costs:

- Hostels and Guesthouses

  Hostels are usually run by organisations such as Youth Hostels Australia (YHA) and Young Men's Christian Association (YMCA) where students share kitchen and bathroom facilities. Usually, the cost per week is between $90 to $150.

- Shared Rental

  Highly popular among international students where students share between fellow students. You may need to provide your own furniture and will require to pay a security bond equal to one month's rent. Usually the cost per week is between $85 to $215.

- Homestay

  Student will live with a local family or resident. This option is a great way for students to learn and experience the Australian lifestyle. Students will be provided with guidance on settling into their new community and introduced to the Australian culture. They will also be provided with information on how to use public transport internet banking and personal safety tips. Students will also be provided with clean furnished private single room and meals. Usually, the cost per week is between $235 to $325.

- Rental

  You may rent a house, an apartment or a unit as accommodation. You may need to provide your own furniture and will require to pay a security bond equal to one month's rent. Usually, the cost per week is between $165 to $440.

It is important to remember that as an international Student, you have the same renting rights as local residents. Review the information below about renting and tenants' rights. Please read the Renting & Letting Advice at: https://www.cbs.sa.gov.au/renting-letting-advice for renting in South Australia.

MORE INFORMATION

- Australian Homestay Network
- Melbourne Homestay
- Australian Student Accommodation Placement
- Family stay Australia
- Homestay Direct Services
- Student Accommodation Services
- TCN Homestay

Disclaimer: The agencies listed above are independent agencies and are listed for further information purposes only.

BRINGING YOUR FAMILY WITH YOU

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

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

Typical childcare costs in Victoria are as follows:

- Centre-based childcare AUD$70 to AUD$192 per day
- Family day care AUD$7.50 to AUD$16.80 per hour
- Nannies AUD$17 to AUD$35 per hour

- Au pairs (living in your home) AUD$200 toAUD$300 per week

Find out more at: https://www.mychild.gov.au/

It is compulsory for school age children to be attending schools in Australia. Children that are 5 years old or over, up until age of 17, are defined as school age children. If you have school age children on a dependent visa for more than 3 months, you MUST ensure that they are enrolled in school at all times. You should arrange for your school age children's enrolment before bringing them into Australia.

Tuition fees are the same for all South Australian government schools. There are discounts for students who have a parent studying at a South Australian tertiary Academy. You should be responsible for your children's school fees and other expenses such as textbooks, stationery, uniforms and excursions. If you want to enrol your children to non-government schools, you can visit Independent Schools South Australia for school listing. You should also be aware that the above costs for childcare and schooling are in addition to living costs as outlined in the section on living costs.

HEALTH

Emergencies

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

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

Fire

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

Ambulance

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

Medical assistance

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

Overseas Student Health Cover

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

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

- Australian Health Management OSHC www.ahmoshc.com
- BUPA Australia www.overseasstudenthealth.com
- Medibank Private www.medibank.com.au/Client/StaticPages/OSHCHome.aspx
- OSHC Worldcare www.oshcworldcare.com.au
- NIB OSHC https://www.nib.com.au/overseas-students

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

For more information on what your OSHC insurance covers, as well as what to do if you need treatment, refer to the Department of Health and Ageing's (DoHA) Frequently Asked Questions.

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

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

WORKING IN AUSTRALIA

Most student visa holder can work up to 40 hours a fortnight during term time and as many hours as you like during holidays. Before you undertake any paid work, you need to make sure your visa allows you to work. Find out more at the https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500 .

You should also visit the following website to find out more about working in Australia, including your employment rights and conditions https://www.studyinaustralia.gov.au/english/live-in-australia/working .

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

LIVING COSTS IN AUSTRALIA

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

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

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

The following web site includes information about average living costs in Australia:

https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs

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

As an International student in Australia, you should plan your expenses in advance, would be for the 12-month living costs:

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

Following are some of the individuals per week living expenses.

- Groceries and eating out - $140 to $280 per week.
- Gas, electricity - $10 to $20 per week
- Phone and Internet - $15 to $30 per week
- Public transport - $30 to $60 per week
- Car (after purchase) - $150 to $260 per week
- Entertainment - $80 to $150 per week

BUDGETING

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

Costs associated with living in Australia are included at: https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs

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

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

SHOPPING

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

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

Below is a list of average costs for everyday grocery products in Australia:

- loaf of bread – A$2.50 to A$4.50;
- two litres of milk – A$3.00 to A$4.50;
- newspaper – A$2.50 to A$3.50;

- box of breakfast cereal – A$4.00 to A$7.00;
- jar of instant coffee – A$5.50 to A$7.00;
- bottle of soft drink – A$2.50 to A$4.50;
- bottle of shampoo – A$7.00 to A$15.00;
- bar of soap – A$1.50 to A$4.50;
- one apple – 80 cents to A$1.00;
- one banana – 60 cents to 90 cents;
- beef (500 grams) – A$8.00 to A$10.00; and
- chicken (600 grams) – A$7.00 to A$10.00

CLOTHING

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

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

STUDY MELBOURNE

Study Melbourne has a great deal of information that will assist you plan your stay with us. In addition, upon arriving to Melbourne, you can obtain a Student Welcome Pack from the airport or visit the website https://www.studymelbourne.vic.gov.au/.

COURSE ORIENTATION

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

As an international student, you will also be provided with information on details of internal and external support services available to assist in the transition into life and study in Australia. Such services include welfare services, accommodation services, academic and career advice, IT support, and student learning assistance, English language support and social inclusion activities:

- legal, emergency and health services
- safety and awareness relevant to life in Australia
- information on how to see assistance for and report an incident that impacts significantly on your well-being, including critical incidents
- facilities and resources
- organisational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals.
- any student visa conditions relating to course progress and attendance.

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

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

At your orientation you will receive your first set of learning materials so that you can start on your learning journey. General housekeeping arrangements are also discussed as stated in the section below.

STUDENT CODE OF CONDUCT

Training and Assessment Conduct

All students must:

- Read all official policies, procedures forms of correspondence from the Academy.
- Act ethically and honestly in the preparation, conduct and submission of all forms of assessment, including work placements including rules around plagiarism, collusion and cheating.
- Avoid any behaviour or activity that would unfairly advantage or disadvantage another student.
- Behave professionally, ethically and respectfully in all dealings with training and assessment partners of the Academy where applicable.
- Use Academy resources including information and communication technology resources and library information resources in a lawful and ethical manner and only for Academy purposes.

Personal Conduct

- All students must:
    - Act honestly, ethically and treat all employees, consultants, contractors, volunteers, any members of the public and other students with respect, dignity, impartiality, courtesy, sensitivity and respect their privacy;
    - Maintain a cooperative and collaborative approach to inter-personal relationships.
- All students must not engage in conduct that:
    - Impairs the reasonable freedom of other persons to pursue their studies, training, duties or lawful activities within the Academy;
    - Is harmful to the Academy or causes damage to the Academy property;
    - Is unlawful under the federal, state or local law;
    - Is otherwise deemed to be improper or inappropriate.
- Improper or inappropriate behaviour or misbehaviour includes but is not restricted to:
    - Being on any of the Academy's premises and consuming alcohol;
    - Persistent disruptive behaviour caused: by having consumed alcohol; by arriving late for classes and/or persistently using mobile phones or moving in and out of classes during normal class times;

- Verbally abusive or hostile behaviour affecting fellow students and employees, and other members of the Academy community;
- Smoking or the use of prohibited or illegal substances at any of the Academy's premises;
- Deliberate misuse of the Academy's property and equipment;
- Any behaviour that is in any way discriminatory;
- Theft from staff or students at the Academy;
- Slander, bullying, discrimination or harassment, (whether verbal, sexual or otherwise) of staff or other students or any member of the Academy community.
- Misuse of Academy IT resources

Serious misconduct

Serious misconduct is deemed to be behaviour that is illegal, wilful or premeditated, including:

- Carriage, use or being in possession of a prescribed or regulated weapon or dangerous article while
- on the Academy's premises;
- Physical assault on any member of the Academy community or members of the public or behaviour which is perceived to be threatening;
- Arson of the Academy's property
- Theft and/or wilful or malicious damage to the Academy's property and equipment.

Breaches of training and assessment conduct as well as personal conduct may result in disciplinary action. Serious misconduct behaviour can result in immediate suspension pending investigation and may lead to cancellation of enrolment. Evidence of alleged misconduct of a criminal nature will be reported to the relevant regulatory authorities.

COURSE EXPECTATIONS AND REQUIREMENTS

The training and assessment offered by the Academy focuses on providing you with knowledge and skills required for the standard of performance required in the workplace. This is known as competency-based training and assessment. Each of the components of your course is a "unit of competency". You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace. Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Generally, our courses are delivered face to face, workplace component, private study and online learning.

Assessment methods vary from course to course but usually include written examination, projects, written assignments, practical observations and work placements.

ATTENDANCE REQUIREMENTS

The Academy systematically monitors its students' compliance with student visa conditions relating to attendance. The Academy will be proactive in notifying and counselling vocational students who are at risk of failing to meet attendance requirements. The Academy will report vocational students, under the relevant legislation, who have breached the attendance requirements. International students must meet requirements

for achieving satisfactory attendance, which at a minimum, requires international students to attend at least 80 per cent of the scheduled course contact hours.

ASSESSMENT ARRANGEMENTS

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

At this time, you will:

- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you'll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted
- Your assessor will go through all of the arrangements with you and you can ask them any questions you have.

Submitting your assessments

You must submit written assessment tasks with a completed and signed Assessment Task Cover Sheet. The cover sheet asks you to make a declaration that the work is your own. Written tasks will not be accepted without a signed cover sheet. Assessments can be submitted directly to the trainer/assessor or uploaded using the learning management system. You must keep a copy of all tasks that you submit as we are not able to return copies because we must keep them as evidence in your file.

Written work will be marked within 14 days of receipt. Your assessor will provide you with written feedback and confirm the outcome of the task on the Task Cover Sheet.

Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC). You can have another attempt to complete the task and achieve a Satisfactory outcome. You will be given a timeframe for your resubmission and advised what you must include in your re-submission.

If, after the second attempt, you are still assessed as Not Satisfactory for a task, you will need to apply for the third assessment with an additional fee. If you are still assessed as Not Satisfactory for a task for the third attempt, you will need to re-enroll for the unit to complete additional training and assessment to support you in achieving a Competent outcome. This may incur an additional fee for students as identified in the fees and charges information.

REASONABLE ADJUSTMENT IN ASSESSMENT

Some students may need modifications to assessments due to disability, illness or special considerations –

This is called reasonable adjustment. Reasonable adjustment can involve:

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

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

APPEALING ASSESSMENT DECISIONS

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

STUDENT PLAGIARISM CHEATING AND COLLUSION

Paragon Polytechnic has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in preparing the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action as per the relevant Academy policy.

SUPPORT SERVICES

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

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

Your support needs can also be discussed during the orientation to your course. Services that we can offer to you include:

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

Contact us to discuss your support needs.

WELFARE SERVICES

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

religious and spiritual matters, and stress-management. It may also include advice on academic and study issues.

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

Contact us for details about welfare services we can offer.

EXTERNAL SUPPORT SERVICES

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

Counselling Service – Uniting Communities

Phone 13 11 14 or (03) 9692 9500

Address: 211 Chapel Street, Prahran

or visit the website https://www.unitingvictas.org.au/services/mental-health/

Uniting Communities offer more than 90 services to support the needs of both individuals and the community, across a range of areas. These include mental health and counselling; residential aged care and support for independent living; housing crisis and emergency support; disability services; services for Aboriginal and Torres Strait Island people; financial and legal; drug and alcohol counselling; family relationships; and respite and carer support.

Study in Melbourne

Visit the website: https://www.studymelbourne.vic.gov.au/

StudyMelbourne provides latest news, events and advice on your courses with awards offered or a range of free or discounted programs to help you connect with other students and balance your studies while enjoying all that Melbourne has to offer. Student Portal of the Study Melbourne gives you access to a range of pre-departure, local living advice, and employment resources to help you get to know your new city, Melbourne.

Healing Minds Psychology

Phone: 1300 732 725 Web: www.healingmindspsychology.com.au

For counselling, assessment and treatment for individuals who may be experiencing strain in their everyday functioning and mental wellbeing.

Reading and Writing Hotline

Telephone: 1300 655 506 Website: http://www.literacyline.edu.au/index.html

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

Free Legal Free Legal Advice (Helping Victorians with their legal issues)

Telephone: 1300 792 387 Website: https://www.legalaid.vic.gov.au/

Free legal advice is available to any person on most legal matters. The role of the legal adviser is to identify the client's problem, to inform the client of their rights and obligations and to help them understand what course(s) of action can be taken. The adviser may also draft letters for clients where appropriate.

Disability Advocacy

Telephone: 1300 475 170 Website: https://providers.dffh.vic.gov.au/disability-advocacy

Disability Advocacy delivers free advocacy services to people living with disability, their families and carers state-wide. This support may include making representation on behalf of individuals with a disability, helping individuals to advocate for themselves or helping others to advocate for them.

Lifeline

Telephone: 13 11 14

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

Fair Work Australia

Telephone: 13 13 94 from 8am – 5.30pm Monday to Friday or visit the website: https://www.fairwork.gov.au/about-us/contact-us/offices/victoria

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

MAINTAINING YOUR ENROLMENT AND COURSE PROGRESS

You must meet course progress requirements in order to satisfy the conditions of your visa. These course progress requirements will be clearly explained to you during the orientation program.

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

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

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

You may appeal against the Academy's decision to report you to DHA. However, an appeal will only be considered if the Academy has not recorded or calculated the student's marks correctly, has not provided

appropriate support as set out in this policy, has not implemented other policies such as assessment and feedback which could impact on the student's results or there are compassionate or compelling reasons which have contributed to the unsatisfactory progress. Circumstances that are considered to be compassionate or compelling circumstances include (but are not limited to):

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies.
- A traumatic experience which has impacted on the student, and which could include involvement in, or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports); or
- Where the Academy is unable to offer a pre-requisite unit.
- Where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.

Attendance

As well as meeting course progress requirements, you must also meet attendance requirements as part of your visa conditions. It is expected that you will attend all classes; however, we understand that in some cases you may not be able to get to a class because of your personal circumstances such as illness or family matters. To maintain satisfactory attendance, you must attend at least 80% of your classes.

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

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

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

COURSE TRANSFER

Transferring from another registered provider

The Academy will not knowingly enroll a student wishing to transfer from another registered provider's course prior to the overseas student completing six months of his or her principal course unless one or more of the following conditions apply:

- the releasing registered provider or the course in which the student is enrolled has ceased to be registered;
- the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the student from continuing his or her principal course at that registered provider;

- the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS;
- any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

Transferring to another registered provider

- For the Academy students seeking to transfer to another registered provider's course of study prior to completing six months of their principal course, the transfer request will be assessed and granted in any of the following circumstances:
  - ✓ the student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with the Academy's intervention strategy to assist the overseas student.
  - ✓ there is evidence of compassionate or compelling circumstances.
  - ✓ the Academy fails to deliver the course as outlined in the student agreement.
  - ✓ there is evidence that the student's reasonable expectations about their current course are not being met.
  - ✓ there is evidence that the student was misled by the Academy or an education or migration agent regarding the Academy or its course and the course is therefore unsuitable to their needs and/or study objectives.
  - ✓ an appeal (internal or external) on another matter results in a decision or recommendation to release the student.
- 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 deciding whether to apply 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 DHA for failure to meet the provider's attendance or academic progress requirements.
  - ✓ There are no legitimate compassionate or compelling circumstances.
  - ✓ 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.
  - ✓ The outcome of the student's application for course transfer will be provided in writing within 10
  - ✓ working days of receipt of application.
  - ✓ Where a student's application is refused, the reasons for this will be communicated plus the right to
  - ✓ access the complaints and appeals process as outlined below.
  - ✓ There is no cost in releasing students. However, where a student transfers to another registered provider, any refund of course fees, where applicable, will be paid will be in accordance with Academy's refund policy.

Transferring to another course offered by the Academy.

Students may transfer to another course offered by the Academy in the following circumstances:

- ✓ Where 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
  - Or, where the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.
- ✓ A transfer to another course within the Academy 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.
  - The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.

In order for a request for transfer to be considered, students must complete an Internal Course Transfer Application Form. The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application. The costs involved in transferring to another course plus any refund of course fees paid for the student's current course in unspent fees will be in accordance with the Academy's Fees and Refund policy.

All students who are either considering a course transfer, or have had their transfer request approved, will be advised that they must contact DHA to seek advice on whether a new visa is required. To find out more about visa requirements, students will be advised to contact DHA on 13 18 81 or visit the following website: https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500

DEFERRAL, SUSPENSION AND CANCELLATION

Deferral and Suspension of Studies

Requests from students for deferral and suspension of studies will only be granted in compassionate or compelling circumstances which are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. When determining whether compassionate or compelling circumstances exist, the Academy considers documentary evidence provided to support the claim.

Where a student-initiated deferral or suspension of enrolment is granted, the Academy will suspend an enrolment for an agreed period of time - to a maximum of 6 months. If the deferral is required for longer than 6 months, the student's application will be re-assessed on its individual merits. Verification and authentication processes must be followed to clarify that the circumstances are genuine. If the suspension period has expired and the student does not return, the student's enrolment will be cancelled.

Provider Initiated Suspension or Cancellation

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

- misbehaviour by the student (including plagiarism, collusion and cheating)
- student's failure to pay an amount he or she was required to pay the Academy

- a breach of course progress or attendance requirements by the overseas student

Where the Academy suspends or cancels a student's enrolment, before imposing a suspension or cancellation the Academy will inform the student in writing of that intention and the reasons for doing so and advise the overseas student of their right to appeal through the provider's internal complaints and appeals process, within 20 working days. Under no circumstances will the suspension or cancellation of the overseas student's enrolment will 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 of Studies

Students may initiate cancellation of their studies at any time during their course. Students who wish to withdraw within six months of their course to transfer to another provider will be processed as per Student Transfer Policy.

CHANGE IN VISA STATUS

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

Students are to refer to the DHA web site at https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500 or telephone 31 18 81 for information and their local DHA office for advice on how the potential change to enrolment status may impact upon his or her visa.

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

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

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

The Academy will always use its professional judgement to assess each student's case on its individual merits.

when determining whether compassionate or compelling circumstances exist.

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

YOUR FEEDBACK

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

All students and employers will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing

the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

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

ACCESS TO YOUR RECORDS

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

If you want to access or obtain a copy of records, you must make a request in writing to the Student Services Officer using the Request to Access Student Records Form outlining which records you wish to access. There is no charge to access your records, however there is a cost for photocopying.

Access to records may be provided by:

- making copies of the records held in a file
- providing a time for you to review your file

AMENDMENT TO RECORDS

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

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

NOTIFYING CHANGES

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

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

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

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

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

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

LEGISLATION AND YOU

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

Education Services for Overseas Students

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

https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx

If you are unable to access this information, contact us via email or phone and we will provide the information to you.

You also have certain rights and responsibilities under the following legislation as discussed below.

Workplace Health and Safety

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

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

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

Harassment, victimisation or bullying

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

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

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

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

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

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per the Academy's complaints and appeals procedures. Details of the procedures can be found in Paragon Polytechnic's Complaints and Appeals Policy and Procedures on www.paragon.edu.au

Equal opportunity

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

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

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

NATIONAL VET REGULATOR ACT 2011

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

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

STUDENT IDENTIFIERS ACT 2014

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

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

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

- Students will be able to get a complete record of their Australian-wide VET achievements from a single, secure and accurate online source.
- There will be immediate access to VET records. This means they can be quickly given to employers, other training organisations etc as proof of VET achievements.
- It will be easier for training organisations to assess students' pre-requisites, credit transfers and Recognition of Prior Learning (RPL).

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

PRIVACY POLICY

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

This means that we will:

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

A full copy of our Privacy Policy is available at www.paragon.edu.au

FEES, CHANGES AND REFUNDS

Student Fees and Payments

Student fees and other information relating to fees and charges will be made available to students, on the Academy's website, course brochures and other official printed materials. The information published on the website will be current and up to date and accurate. Students are required to visit the Academy's website regularly for important information and updates relating to fees. All prospective students and current students must pay their fees on or before the due date. Late payment penalties may apply for students paying fees pass the due date.

Payment of Fees

Students will be able to pay their fees using a variety of methods. The Academy will accept payments in person of cash, personal cheques, money orders, and credit cards (except DINERS). Students are able to send or deposit money into the Academy's bank account specified in the Letter of Offer.

Students must notify the Academy immediately once they have made a payment to the Academy's bank account.

Any student who has an overdue debt to the Academy and does not fully settle this debt shall cease to be entitled to any privileges of the Academy. The Academy may at its discretion cancel enrolment (automatically withdrawing access to the Academy services including classes, email, LMS, insurance, etc.), and refuse access

to official documentation (assessment results, graduation, etc.). The Academy will take appropriate legal debt recovery action where students default on their payments.

Additional Fees and Charges

Please refer to the *Fees and Refund Policy* for the details of additional fees and charges on the Academy's website: www.paragon.edu.au

Fee Refunds and Consumer Rights

International students applying for a refund must complete and provide a refund application and relevant supporting documentation. Relevant forms and documentation should be submitted in hard copy to Academy or by email to www.paragon.edu.au

Requests for refunds should normally be made within 14 calendar days of an event which qualifies the student for a refund. Please refer to the *Fees and Refund Policy* for the details of fees refunds and consumer rights on the Academy's website: www.paragon.edu.au

The Academy's Policies and Procedures does not remove the right of a student to take action under Australia's consumer protection laws.

Tuition Protection

In the unlikely event that the Academy is unable to deliver a course in full, international students enrolled in that course will be offered a refund of their unspent tuition fees which were received by the Academy. This refund will be paid within 14 days of the day on which the course ceased being provided. Alternatively, within 14 days, students may be offered enrolment on an alternative course at no extra cost. Students have the right to choose whether they would prefer a refund of their unspent tuition fees or to accept a place on another course. If a student chooses to be placed into another course, the student will be issued a new offer letter and enrolment agreement with their new provider, in place of their enrolment documentation issued by the Academy.

If the Academy is unable to provide a refund or place a student into an alternative course in accordance with the Education Services for Overseas Students Act 2000 and National Code of Practice for Providers of Education and Training to Overseas Students 2018, then the Tuition Protection Service (TPS) will assist students in finding an alternative course or to obtain refunds if a suitable alternative course if not found. For further information on the Australian Government's Tuition Protection Service (TPS) for overseas students, use the following link: https://tps.gov.au/StaticContent/Get/StudentInformation

COMPLAINTS AND APPEALS

The Academy provides the opportunity to students enrolled in an Academy program to register a complaint against another party. This could include:

- Student-student complaints
- Student-staff member complaints
- Student-Academy complaints
- Student-third party complaints including complaints against education agents

A complaint may be filed for any grievance or expressed dissatisfaction of the complainant. Complaints may include, but are not limited to:

- Application or misapplication of the Academy policy, especially if the policy or the result of the policy is seen to interfere or undermine the rights of the complainant.

- Discrimination or perceived discrimination
- Harassment or perceived harassment
- Sexual harassment or perceived sexual harassment
- Assault or threat of assault — including sexual assault
- Intimidation or threats against a student
- Conditions not conducive to the Academy's establishment of a safe learning environment
- Training delivery, assessment and quality of training
- Student services and administration
- Marketing information and other information
- Fees and finance related matters
- Student welfare and related activities
- Education agent activities
- Work placement issues
- Reasonable adjustment
- Special consideration

An appeal is a request for a decision made by the Academy to be reviewed. Decisions may have been about:

- Refund assessments
- Response to a complaint
- Assessment outcomes / results
- Other general decisions made by the Academy

The complaints and appeals process is made up of four stages:

- Stage 1 - Informal Complaint
- Stage 2 - Formal Complaint
- Stage 3 - Internal Appeal
- Stage 4 - External Appeal

The Academy is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. The Academy ensures that complaints and appeals:

- Are acknowledged in writing.
- Are responded to in a professional, consistent and transparent manner.
- Are responded to promptly, fairly, objectively, with sensitivity and confidentiality.
- Are able to be made at no cost to the individual.
- Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.

Nothing in the Academy's policies inhibits student's rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies.

Students, if after following internal appeal process, still believe that the Academy is breaching or have breached its legal requirements or are not satisfied with the decision reached; they may seek assistance from a formal external authority including:

National Training Complaints Hotline

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint.

Consumers can register a complaint with the National Training Complaints Hotline by:

Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally. Email: ntch@education.gov.au

Australian Skills Quality Authority (ASQA)

Complainants may also complain to the Academy's registering body, Australian Skills Quality Authority (ASQA). ASQA can investigate complaints about the Academy in relation to:

- the quality of our training and assessment
- our marketing and advertising practices

ASQA may not be able to investigate the complaint if you do not include evidence that you have already exhausted our formal internal complaints process as above. If your complaint does not fall within ASQA's jurisdiction, it may be resolved more quickly if you directly contact the agency responsible as listed on the relevant webpage below. Please refer to the relevant webpage below before making a complaint to ASQA: https://www.asqa.gov.au/complaints/make-complaint-overseas-students/before-you-submit-complaint

The Overseas Student Ombudsman (OSO)

International students may complain to the OSO if their complaint is in relation to the Academy:

- course fees and refunds
- course or provider transfers
- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by your provider
- incorrect advice given by an education agent
- if you believe we have failed to take action or are taking too long to take some action. This might include (for example), failing to provide your results in the normal timeframe, or failing to provide services included your written agreement with the Academy.

The OSO may not be able to investigate your complaint if you have not already exhausted our formal internal complaints process as mentioned above. Please refer to the following website if you are considering making a complaint:

http://www.ombudsman.gov.au/making-a-complaint/overseas-students#quality-of-education-provider

ISSUING OF CERTIFICATION DOCUMENTS

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

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

The Academy reserves the right to withhold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where the Academy is not permitted to do so by law.

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

RE-ISSUING STATEMENTS AND QUALIFICATIONS

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