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文案专员为每位学生一对一定制专属方案，移民律师外部协助。团队为学生带来高质量服务



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TR4INRIGHT

# 2024 STUDENT HANDBOOK

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## Welcome message from the CEO

Dear Tr4in Right students,

I am thrilled to extend a warm welcome to each and every one of you.

As we embark on a new academic year, I am excited about the incredible journey that lies ahead and the opportunities for growth, learning, and discovery that await us.

At Tr4in Right, we believe in nurturing not only the intellect but also the character of our students. Our commitment to excellence in education goes hand in hand with fostering a supportive and inclusive environment where you can thrive academically, personally, and socially.

I encourage each of you to embrace the challenges that come with learning, as they are the stepping stones to success. Whether you are starting a new chapter or continuing your educational journey with us, remember that you are a vital part of our vibrant community.

Our dedicated staff are here to guide and support you every step of the way. I encourage you to take advantage of the resources, opportunities, and mentorship available to you. Together, let's create an environment where curiosity is sparked, ideas are cultivated, and dreams are realized.

I am eager to witness your achievements, both inside and outside the classroom, and I am confident that your time at Tr4in Right will be transformative. So, let's make the most of this academic adventure and strive for excellence together.

Welcome to Tr4in Right! Your journey of discovery and growth starts now.

Sincerely Yours,

Nidhi Bagga  
Chief Executive Officer  
Tr4in Right

## Section 1 - About Tr4in Right

### About Us

TR4IN RIGHT is a privately-owned Australian registered Vocational Education Training provider with RTO no. 22281.

Established in 2009, we continue to evolve, gaining a reputation as one of Australia's high-quality education providers in the Vocational Education and Training (VET) sector. We are a CRICOS-registered organisation and welcome international students with diverse cultural backgrounds from all over the world who wish to study in Australia.

Tr4in Right is located in the heart of Melbourne's CBD, just few meters away from the city's central train stations, the famous China Town, the modern Federation Square, world class shopping malls, theatres, cinemas, restaurants, parks, gardens and many of Melbourne's best restaurants, coffee shops and bars. It is also a few steps away from the Arts Centre, museums and the Yarra River. Our central location makes it easy to get to and from the campus.

At Tr4in Right, we deliver exciting courses that assist in developing our students' theoretical and practical skills in the fields of:

- Leadership and Management
- Learning Management
- Carpentry
- Building and Construction
- Civil Construction Design
- General English (English Language Training for Speakers of Other Languages)

The credentials on offer include Certificate III, Certificate IV, Diploma, Advanced Diploma and Graduate Diploma qualifications.

Tr4in Right is a forward-thinking education provider that aims for far-reaching, progressive change and impact through learning. Our courses are tailored to upskill our students, provide them with transferable skills, be job-ready, able to take on the demands of the changing economies and join the ranks of successful business leaders and high-performing talents in any industry or sector.

### Our Vision

Our vision is to remain one of Australia's leading, trusted, and respected educational institutions in the development and delivery of learner-focused, high quality vocational training programs that lead to successful career outcomes for students.

### Our Mission

We are committed to the pursuit of knowledge and to help people and organisations leverage the power of international education to prosper in today's interconnected world. We are committed to empower our graduates to contribute to the betterment of communities.

### Our Values

Academic excellence and service are our core values. These are complemented by a further set of



values that guide our day-to-day operations:

## **Integrity**

We demonstrate a high level of integrity and personal accountability to deliver agreed outcomes.

## **Innovation**

We believe we are distinct in how we look after and educate our students, and we celebrate in our points of distinction. We are passionate about innovation and change that leads to continuous improvement and high-quality outcomes for our students, staff, and community.

## **Excellence**

We believe that excellence is achieving outcomes beyond the standard norms. Our pursuit of excellence in teaching underpins our approach to teaching and learning. We are committed to providing educational and intellectual experiences, enhanced by creativity and innovation.

## **Care**

We are passionate to offer exceptional care to students in a caring, safe, and supportive environment.

## **Diversity**

We welcome staff and students from different cultures to learn, work and teach. We ensure all staff, regardless of gender, race, or ability, develop their careers and reach their potential.

## **Sustainability**

The world we live in is a gift – and we take this seriously. Sustainability is a value that inspires our actions within our classrooms and in our staff offices. We have increased our energy efficiency in our campus, and we encourage staff to make small changes like recycling papers, tools and equipment as well as turning off lights and computers when they are not in use.

## **Service Commitment**

Tr4in Right is committed to providing quality training and assessment services to its learners.

We aim to:

- Provide training and assessment services that meet industry needs and trends;
- Deliver high quality, innovative and engaging training;
- Maintain a person-centered approach;
- Foster relationships with our clients, supporting them through their career;
- Provide flexible learning opportunities;
- Provide a supportive, facilitative, and open learning environment;
- Ensure all training is delivered by qualified trainer and assessors with the necessary skills and experience;
- Ensure all training is continually monitored and improved;
- Maintain a healthy and effective learning environment for clients;
- Produce competent and confident workers that benefit the community and industry.

## **Continuous Quality Improvement**

Continuous quality improvement is a process that is adopted at Tr4in Right that guides our initiatives in implementing student-centered programs. Regular reviews of curriculum, processes, and performance outcomes are conducted.

## Location and Contact Numbers

Tr4in Right

Level 4, 470 Collins Street, Melbourne VIC 3000

Phone: +61 3 9996 1986

Email: [info@tr4inright.edu.au](mailto:info@tr4inright.edu.au)

Web: [www.tr4inright.edu.au](http://www.tr4inright.edu.au)

Facebook: <https://www.facebook.com/tr4inrightmelbourne>

## Opening Hours

The office hours are from 8:30am – 5.30 pm Monday to Saturday. The administrative staff can assist you during these hours.

## Facilities and Computer Laboratory

Tr4in Right is located in the heart of Melbourne's CBD. It has equipped training rooms with comfortable sitting and good amenities including well equipped student eating area, fridge, and microwave.

Computer laboratory is available to students to assist with their studies where they can conduct their project research and other academic activities.

## Academic Intake dates / Academic Calendar

The Academic Intake Dates or Academic Calendar can be viewed in our website: <https://www.tr4inright.edu.au/>



## Registration and Accreditation

### Registration

The first step when considering a study program in Australia is to choose an education provider that is creditable. Tr4in Right is an approved and registered training organisation in Australia for the delivery of nationally recognised vocational qualifications. Pan Bird Pty. Ltd trading as Tr4in Right is registered with the Australian Skills Quality Authority (ASQA). ASQA is the national regulator for vocational education and training in Australia. ASQA registers training providers and accredit VET courses to ensure nationally approved standards are met. For further information, visit: <https://www.asqa.gov.au/about>

For more information, please visit <https://www.asqa.gov.au/about>.

In April 2019, Tr4in Right received a re-registration as a Vocational Education Training Provider for seven years to April 2026.

### Accreditations

Our qualifications are fully accredited by the national VET regulator, Australian Skills Quality Authority (ASQA). This means that Tr4in Right must maintain compliance with the National Vocational Education and Training Regulator Act 2011 (NVR Act) which includes the requirements of the Standards for Registered Training Organisations 2015.

#### Nationally Recognised Training

All courses offered at Tr4in Right are accredited based on national training packages and are listed in the National Register on Vocational Education and Training in Australia. Training.gov.au is managed by the Department of Education on behalf of State and Territory Governments.

### AQF

Our courses are recognised under the Australian Qualifications Framework (AQF), Tr4in Right is responsible for the issuance of AQF certification documentation.

### General English

While General English is not considered an AQF level qualification, our ELICOS courses at Tr4in Right, including our General English course, are nationally recognised courses, and a successful completion of each level of competency will get you closer to admission in a Vocational or Higher Education course.

### CRICOS Registration

Tr4in Right is an Australian government approved provider under the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) to offer courses to international students who wish to apply for a student visa through the Department of Home Affairs to study in Australia.

Tr4in Right is an approved CRICOS provider (CRICOS Provider Code 03618G). Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) is managed by the Department of Education, Skills, and Employment.

As an approved CRICOS provider (CRICOS Provider Code 03618G), Tr4in Right is responsible for adhering to the National Code and the Education Services for Overseas Students (ESOS) Act. All Tr4in Right courses are registered with CRICOS. For more information, visit:

<https://cricos.education.gov.au/Institution/InstitutionDetails.aspx?ProviderCode=03618G>

## Training Programs

All Vocational courses offered at Tr4in Right are accredited based on national training packages. These courses are listed in the National Register on Vocational Education and Training (VET) in Australia. Training.gov.au is managed by the Department of Education, Skills, and Employment on behalf of State and Territory Governments.

Upon successful course completion of any of our following courses, students can be assured that they will receive a nationally recognised qualification. For more information, please visit: Please visit <https://training.gov.au/Organisation/Details/22281>.

\*Note: For CPC30220 Certificate III in Carpentry, a practical workshop facility is available at a designated location and is provided during the Student Orientation program.

## Section 2 - New Students

### Application Process

1

#### SELECT A COURSE (or pathway courses)

Visit our website [www.tr4inright.edu.au](http://www.tr4inright.edu.au) to view our courses for international students. Select your chosen & desired course(s). Enquire about the courses via online methods (email or phone) or walk-in to the institute.

2

#### CHECK ENTRY REQUIREMENTS

Check to see if you meet the Academic and English language competency requirements for your chosen course.

3

#### COMPLETE YOUR APPLICATION

We will send you the application forms. Attach certified copies of your passport, academic records, English test results and evidence of employment history (if applicable). You could also apply through one of our registered education agents. **(NOTE: Make sure you supply certified translations for any documents that are not in English.)**

4

#### COMPLETE THE PRE-TRAINING REVIEW

Complete the Pre-Training Review (PTR). Offshore students must participate to the interview via video conferencing or teleconferencing). Onshore students participate to the interview at the campus prior to enrolment.

5

#### ACCEPT YOUR LETTER OF OFFER

If your application is successful, you will be provided with a Letter of Offer, which may be conditional upon you meeting certain requirements (such as English language proficiency). To accept the offer, complete & sign the Acceptance of Offer (Written Agreement) and return it with your payment & required documentation to show that conditions have been met (if applicable).

6

#### PAY YOUR FEES

Before your Letter of Offer expires, you need to pay your tuition fees and Overseas Student Health Cover (OSHC), if applicable, as stated in your Letter of Offer, to confirm your enrolment.

7

#### RECEIVE YOUR CONFIRMATION OF ENROLMENT (COE)

You will require your COE(s) to apply for your student visa.

8

#### APPLY FOR YOUR STUDENT VISA

Once your payment has been received, we will send you a Confirmation of Enrolment (eCoE). Your eCoE and all other visa requirements are required for our student visa application. Visit [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au) for more information.

9

#### PLAN YOUR ARRIVAL

Make your travel arrangements and aim to arrive in Australia 2 weeks prior to Orientation.

10

#### ATTEND THE STUDENT ORIENTATION

Orientation happens before the start of your class and is designed to help you settle in.

**You are now ready to begin your classes with TR4IN RIGHT!**



## Student Orientation

TR4INRIGHT provides a comprehensive Orientation Program to familiarise you with your new environment and to help you settle into your new life in Australia.

During Orientation, you will be provided with plenty of tricks and tips to help you settle into your first weeks of study. You will be provided with valuable information about your student visa, starting your course, understanding Australian academic culture, keeping yourself safe, your health insurance and more! You will also get to meet fellow international student and familiarise yourself with your new study programs.

There are many activities happening during the Orientation Day. It is mandatory for all new international students to attend the Orientation. Please ensure you arrive on time. If you are travelling from your home country, make sure to book your flight to arrive in Australia before Orientation. Ensure that you arrive early. During the Orientation, there are many valuable information bits to be provided but not limited to:

- Student Code of Conduct
- Academic Policies and Procedures
- Complaints and Grievances
- Academic Progress and Attendance
- Student Visa Conditions
- Completion of enrolment process
- Student ID cards
- Refund and Cancellation Policy
- Deferral and Suspension
- Transfer between Registered Providers
- Student Support and Welfare Services

We do not want you to miss out on this valuable opportunity to find out everything you need to know about studying at TR4IN RIGHT.

## Student ID Cards

You will be issued with a Tr4in Right Identification Card (ID), when you are enrolled at Tr4in Right. Your ID will show your photograph, name, student number, commencement, and completion date. You are required to always have your Tr4in Right ID with you whilst at Tr4in Right Training facilities. You may be asked to produce your ID at any time.

## Timetables

Timetables are provided during the Student Orientation program. They may be changed each term, and you will be provided with a revised timetable. Timetables show the class session times.

## Student Support

Our Student Support Officers can help you settle into life in Australia and at TR4IN RIGHT by providing:

- information about living in Australia
- assistance to arrange accommodation, banking, and transport
- support in putting you in touch with community support and multicultural services to help with cultural adjustment and homesickness
- information and support with Overseas Student Health Cover (OSHC)

- information about Tr4in Right's facilities and procedures
- student identification (ID) card and internet access
- arrangements for learning support to help with academic difficulties
- answers to frequent questions you may have
- information on student visa conditions such as:
  - attendance
  - academic performance
  - contact details
  - working while on a student visa
  - employment restrictions
- completion of the course within the duration specific to your CoE
- maintain Overseas Student Health Cover (OSHC)
- remain with the principal education provider for 6 calendar months, unless issued a letter of release
- For a full list of mandatory student visa conditions, please visit [www.homeaffairs.gov.au/trav/stud/more/visa-conditions/visa-conditions-students](http://www.homeaffairs.gov.au/trav/stud/more/visa-conditions/visa-conditions-students)

During your studies at Tr4in Right, we offer further student support services to help you successfully complete your course and provide you with positive learning experience:

- Academic Support (short English course sessions, Techniques in understanding assessment requirements; basic numeracy skills development sessions)
- Digital Support (developing basic computer skills, use of MS Word, Excel, and Power Point)
- Catch-up sessions to help you keep up with your course timetable
- Student Welfare assistance

## Guide to Key Personnel

Our team of academic and administrative personnel are keen to provide you with ongoing support. Please familiarise yourselves on who is who at Tr4in Right so you know whom to contact should you need some help.

PERSONNEL	ISSUES
<b>ACADEMIC</b>	
Training Manager/ Campus Manager	Questions about policies and processes Final stages of Complaints and Appeals process Emergency contact
Trainer/Teacher	Questions about content of units, teaching procedures, methods of assessment, submission due date
Training Manager/ ELICOS Director of Studies	Questions about the course, academic policies, difficulties with study, decisions to defer from study.
Trainer/Teacher	Assistance with reading, writing, note taking, preparation for exams and assignments
<b>ADMINISTRATIVE / STUDENT SUPPORT</b>	
Academic Officers	Visa issues, enrolment, short term accommodation; health care/insurance issues, academic progression, understanding the institutions processes, timetable, change of address

Finance Officer	Financial matters
IT Officer	IT/digital support
<b>PERSONAL</b>	
Student Counsellor	Problems with relationship, homesickness, gambling, depression, family issues, culture shock, sexual harassment, discrimination/bullying issues



## Section 3 - Academic Information, Expectations and Support

### Your Rights and Responsibilities

#### Student Code of Conduct

To ensure you gain the maximum benefit from your time with us, we reserve the right to remove any person who displays disruptive behaviour. Disruptive behaviour will not be tolerated.

You must comply with all your Visa requirements, as outlined on the Department of Home Affairs website (<https://www.homeaffairs.gov.au/>) and Tr4in Right's Code of Conduct.

#### Code of Conduct for students

Treat staff and student with respect always

- Follow directions from staff
- Do not damage, steal or misuse property
- Do not plagiarise
- Do not bully or harass
- Act in a manner that does not place you or others at risk
- Pay all student fees in accordance with the fee schedule
- Commence your course as per your course start date
- Commence your course as per the agreed date once deferral or approved holiday break is granted
- Participate in all assessment tasks
- Attend scheduled classes as per the class timetable
- Do not attend classes under the influence of alcohol or illegal drugs

#### Unacceptable Behaviour

It includes, but not limited to:

- Interruptions during class delivery
- Smoking in non-smoking areas
- Being disrespectful to other participants
- Use of offensive language
- Sexual harassment
- Acting in an unsafe manner
- Not participating in group activities
- Continued absence
- Attending classes or being in the campus under the influence of alcohol or illegal drugs
- Lack of personal hygiene
- Other objectionable behaviour

#### Breaching the Tr4in Right Code of Conduct

In the event of a breach of our Code of Conduct, the Student Support Officer will contact you to discuss the issue. The meeting will be recorded. A breach may result in a written warning, suspension, or cancellation of your enrolment. You may be denied access to classes if we feel this is necessary.

#### Your Rights

- Be treated fairly and with respect by others
- Be treated without discrimination regardless of religion, racial and cultural differences, sexual orientation, age, disability, and socio-economic status.
- Be free from all forms of intimidation.
- Study in a safe, clean, and cooperative and orderly environment.
- Have any disputes settled in a fair manner.
- Learn in an environment that is conducive to learning without interference from others.
- Express and share ideas and to ask questions.
- Be treated with courtesy and politeness at all times.
- Have your existing skills and knowledge recognised.
- Privacy of personal information.
- Be informed about assessment requirements at the beginning of a unit.
- Receive feedback regarding assessment.
- Lodge a complaint and have it investigated without fear of victimisation.
- Ask questions.
- An appeal process regarding decisions made about your study.

## Tr4in Right Code of Practice

This Code of Practice provides the basis for good practice in the marketing, operation, financing and administration of education and training services by Tr4in Right.

TR4IN RIGHT is a Registered Training Organization (RTO) registered in Australia and must comply with the National Vocational Education and Training Regulator (NVR) Standards and the VET Quality Framework. For the purposes of this Code, “student” refers to any person participating in education or training delivered by TR4IN RIGHT. A “client” is a person or organization who may enter a written agreement with the RTO for the delivery of education and training services.

### Provision of Training and Assessment Services

- Maintains a positive learning environment that is conducive to the success of students.
- Has policies and management practices which maintain high professional standards in the delivery of training and assessment services, and which safeguard the welfare and interests of students and/or clients.
- Has the capacity to deliver and assess the vocational qualifications for which it has been registered, provide suitable and adequate facilities, and use methods and materials appropriate to the learning and assessment needs of students.
- Monitors and assesses the performance and progress of students.
- Ensures that trainers are not only suitably qualified but are also sensitive to the cultural and learning needs of students.
- Ensures trainers and assessors have relevant and current vocational competencies and provides professional development for trainers and assessors as required.
- Ensures that assessments are conducted in a manner that meets the endorsed components of the relevant Training Package(s) and/or accredited courses.
- Conducts recruitment of students always in an ethical and responsible manner.
- Offers learning and assessment services that as far as practicable meet the students individual learning needs, tailors the course to meet these needs and offers a range of learning and assessment resources.

## Access and Equity

- Is committed to access and equity principles in the delivery of its services and will not unlawfully discriminate against clients/students. The obligations placed on our students and staff are to protect their health, safety and welfare and ensure as far as possible that learning experiences are positive and free of discrimination or harassment of any sort.
- Will assess each student's learning support needs including language, literacy, and numeracy requirements.
- Has policies and procedures which ensure that students are treated fairly and receive all reasonable support to successfully complete their course.
- Will deal fairly and constructively with your concerns and complaints about our services.
- Provides a healthy, safe, and secure learning environment
- Provides appropriate services in terms of academic and personal support
- Endeavours to meet everyone's diverse learning needs
- Will provide culturally inclusive literacy and numeracy training that meets individual, community and industry needs.
- is passionately committed to providing equal employment opportunities and educational outcomes for all staff and all students.

## Marketing of Training and Assessment Services

- Markets and advertises its products and services in an ethical and accurate manner
- gains written permission from a student or client before using information about that individual or organization in any marketing materials
- Accurately represents recognised training products and services to prospective students and clients
- Ensures students and clients are provided with full details of conditions in any contract arrangement
- Ensures that no false or misleading comparisons are drawn with any other training organisation or qualification

## Standards

- Has a refund policy that is fair and equitable and this policy is made available to all students and clients prior to enrolment
- Has appropriate measures in place to ensure students are not financially disadvantaged in the event of the financial failure of the organisation
- Ensures that the contractual and financial relationship between the student/client and the RTO is fully and properly documented, and that copies of the documentation are made available to the student/client. Documentation includes the rights and responsibilities of students, costs of training and assessment services, issuance of qualifications, payment arrangements, refund conditions and any other matters that place obligations on students or clients
- Is a member of the Overseas Tuition Assurance Scheme (AUSTAS)/TPS
- Has its financial records certified by a qualified accountant to Australian Accounting Standards on an annual basis
- Provides annual reports on financial viability to the relevant registering body as required
- Operates under the directions of ESOS Act to ensure that the deposit paid by students in advance for studies not commenced is protected.

## Provision of Information

- Supplies accurate, relevant, and up-to-date information to prospective students and clients
- Supplies this information to students and clients prior to enrolment
- Regularly reviews all information provided to ensure its accuracy and relevance
- Informs students/clients prior to enrolment of all the costs and charges to be incurred throughout the course

## Record Keeping

- Ensures that academic, financial, and other records are complete and accurate
- Manages these records to maintain confidentiality and will not divulge these to third parties unless authorised by the student/client or under law
- Keeps complete and accurate records of the attendance and progress of students



- Keeps financial records that reflect all payments and charges and the balance due
- Provides copies of these records to participants on written request
- Keeps records of all statements of attainment and qualifications issued and reports this regularly to the relevant government departments

### Industry Engagement

- Engages regularly with relevant industry representatives to evaluate its training and assessment services and ensure that graduates hold the required skills and knowledge to the standard of performance required in the workplace
- Develops its training and assessment strategies in consultation with industry to ensure that they are relevant to industry requirements
- Ensures where training and/or assessment occurs in the workplace that evidence of the student's performance will contribute to assessment
- Ensures that trainers continuously engage with industry to ensure their knowledge and skills reflect current industry practice

### Appeals and Grievances Mechanism

- Ensures that students and clients have access to a fair and equitable process for dealing with grievances and provides an avenue for students to appeal against decisions which affect their progress
- Makes every effort to resolve student/client grievances
- Has a grievance policy where a member of staff is identified to students and clients as the reference person for such matters
- Ensures the appeals and grievance policy and procedure is available to students at the time of enrolment
- Advises students and clients of the appropriate body for seeking further assistance in the case where a grievance cannot be resolved internally

### Quality Control

- Is committed to continuously improving the services it offers
- Seeks feedback from students and clients on their satisfaction with services they have received and seeks to improve its services in accordance with their expectations
- Ensures that its operations comply with the National Vocational Education and Training Regulator Act 2011, VET Quality Framework and the standards for Registered Training Organisations by carrying out regular internal audits

## Monitoring Course Progress and Attendance (VET students)

Tr4in Right has elected to implement the Department of Education and The Department of Home Affairs Course Progress Policy and Procedures. What this means, is your progress through your course is carefully monitored, and unsatisfactory academic performance may lead to cancellation of your enrolment. Under the National Code 2018 of the ESOS Act 2000, international/overseas students must maintain satisfactory course progress in order to successfully complete their course within the duration specified in the Confirmation of Enrolment (COE). An education provider can only extend the expected duration of study in limited circumstances, where, if these are met, new COE will be issued.

Tr4in Right identifies one term as a study period. Each term consists around ten weeks each. You are required to complete all assessment tasks for each unit of competency. You will be informed no later than four weeks after the assessment, whether the assessment outcome was satisfactory or not satisfactory.

Satisfactory course progress is defined as successful completion of course requirements to achieve the qualification within the course duration as specified in the COE. Tr4in Right reports students for:

- Unsatisfactory Course Progress (where a student is identified as falling behind in successful assignment/assessment completion and is deemed 'not yet competent' in 50% or more of the units

- attempted in any one study period; or
- having unacceptable attendance to scheduled sessions

You will be notified and will be required to participate on a range of intervention strategies (refer to the Intervention Strategy section for further explanation). The Student Support Officer will contact you by telephone or email. This meeting is to assist you in developing a plan of action to improve your academic performance.

### Attendance (VET students)

While Tr4in Right reports students for Unsatisfactory Course Progress, we also record and monitor your attendance. Your attendance is required for you to participate on classroom activities including the delivery of theories and principles to develop your knowledge and skills and help you gain competency.

Students must attend scheduled classes regularly in accordance with the timetable by maintaining attendance of 20 scheduled contact hours per week. Students are notified and counselled if found at risk of failing to meet the accepted attendance requirements.

We also monitor and record attendance on a regular basis. You are required to sign on the class attendance records at the start and end of a training day. A student who is identified as falling behind in successful assignment/assessment completion or having unacceptable attendance to scheduled sessions will be notified and will be required to participate on a range of intervention strategies (refer to the Intervention Strategy section for further explanation).

Tr4in Right endeavours to assist students who want to learn, progress, and complete their courses. If the intervention strategies do not result in any improvement, you will be notified in writing of our intention to make a report to the Department of Home Affairs (DHA) and your right to access the complaints and appeals processes. The report may result in the cancellation of the student visa by the DHA.

### Unsatisfactory Academic Performance

If there is no valid reason for the ongoing underperformance, your enrolment may be reviewed which may lead to the cancellation of your enrolment.

If you fail to get in contact, or do not access the complaints process within 20 working days, or fail to attend the scheduled Intervention meeting, the Student Support Officer will issue a warning letter advising you that you are at risk of breaching your student visa requirements through not achieving Satisfactory academic progress.

If you again fail to get in contact, the Student Support Officer will issue a final letter advising that you are in breach of your student visa requirements and you will be reported to Department of Home Affairs (Under the Migration Act 1958).

If you still do not respond to the final Warning letter, your course enrolment will be terminated for non-compliance with visa conditions (Under the Migration Act 1958) and processed as required by the ESOS Act 2000. A copy of any breach notice will be sent to you. This breach notice offers you 20 working days in which to access the complaints and appeals process.

If you don't access the complaints and appeals process, or if you withdraw from the course, then Tr4in Right will terminate your enrolment and cancel your CoE. Department of Education and Training and Department of Home Affairs will be notified of this action. This may result to visa cancellation depending on the interview outcome with Department of Home Affairs.

## Intervention Strategy

An intervention strategy is an individual student plan developed for you (either by a Student Support Officer or Course Coordinator) to support you at improving your academic progress and attendance. Intervention strategies may include, but not limited to, the following:

- English language support for technical assignments and comprehension;
- Assistance with academic skills such as authoring essays and report writing;
- Attending a study group;
- Attending a 'make up' session
- Additional practical workshops to hone practical skills;
- Referral to external agencies

## Completing assessments without attending training

Unless the duration of your course has been reduced in recognition of your prior learning, you must attend classes regularly to ensure that you achieve satisfactory course progress. Submission of assessments without attending training is not acceptable. If this occurs, the duration of your course will be reduced to the minimum duration while maintaining a 20 scheduled course contact hours per week.

## Attendance (ELICOS students)

As a condition of the course and student visa, the attendance of ELICOS students is subject to a monitoring process. Regular attendance in ELICOS courses also assists with developing the required skills and competencies as acquiring new language skills is directly relevant to exposure.

All ELICOS students are required to adhere to minimum 80% attendance of the total of the 20 hours of scheduled classes per week. At Tr4in Right we have processes in place to record your attendance and monitor compliance with the necessary attendance. These guidelines are published on our website in the "ELICOS Attendance policy and Procedure" and is accessible to you.

Our staff will reach out to you should you have 5 consecutive absences from class, or if you are at risk of not meeting the minimum attendance requirements.

You will also receive communications in the form of letters when your attendance is at 90%, and 85%. If your attendance falls below 80%, you will be sent an "Intention to Report" notice to notify you that Tra4in Right intends to report you due to not meeting course requirements.

Upon receiving this notice, you will have 20 working days to access our internal or external appeals process.

If you do not appeal, or withdraw from the appeal process, or cannot provide appropriate evidence of compelling and compassionate circumstances, or your projected attendance has fallen below 70%, Tra4inright will report this through PRISMS.

If you choose to appeal externally, Tr4inright will wait for the outcome of that appeal process and act accordingly.

Where an appeal is not successful, the student is notified in writing of the outcome and is informed that the breach of attendance requirements will be reported. A copy of all letters, details of phone calls made, any reports from meetings with the student in relation to the appeal will be kept in the student's file.

## Exemptions from reporting



Students whose attendance falls below 80% are not reported in the following circumstances:

- When the student produces verifiable evidence clearly demonstrating that compassionate or compelling circumstances apply (e.g., medical certificate, Statutory Declarations); and
- Tr4inright confirms the student is attending at least 70% of scheduled course contact hours

## Leave of absence

Study Leave is generally approved **once** during the duration of a course. If further leave of absence is required, you may apply with additional current or up-to-date evidence.

All onshore students must notify College if they are unable to attend the College for any reasons. Application for a leave of absence must be made in writing. Unexpected absence due to sudden illness or other compelling circumstances must be notified to the College earliest possible. If a Leave of absence covers a period of up to two weeks during an academic term, this can be granted only on compassionate grounds for a within an academic term. Any student absent from the classes for two consecutive weeks without due notification or approval may have their enrolment suspended on disciplinary grounds. Longer term leave will be considered in accordance with College's Deferral, Suspension, and Cancellation of Enrolment Policy. If you travel overseas without our approval or on unapproved leave during a study period, you may face issues with the immigration authorities at the airport such as immediate cancellation of your student visa and deportation to your home country.

If you hold an international student visa, you must remain enrolled and attend classes until you receive confirmation that your leave of absence has been granted. Failure to remain enrolled and attend classes, or failure to apply for and be approved for an official Leave of Absence may result in cancellation of your course or COE.

Before we can process your application, you need to give us evidence that are original documents or certified copies. We can only accept documents in English. If one or more of your documents is in another language, you'll need to submit them with an English translation.

If your study leave is approved, and as a continuing student, you will continue to be liable to pay your tuition fees.

## For New Students

If you are a new student (you have not commenced your course, you should apply for deferral rather than a study leave, prior to your orientation day.

## Compassionate or compelling circumstances

Study Leave are generally approved once during a course. If further leave of absence is required, you may apply with additional current or up-to-date evidence. All evidence relating to applications for study leave must be originals or certified copies and be in English or have a certified English translation

Compassionate or compelling circumstances are generally those beyond the control of the student and they have an impact on the student's capacity and/or ability to progress through a course. These could include:

- **Serious illness or injury (including permanent or temporary disability)**, where a medical certificate states that the student was unable to attend classes. (Students must provide a medical certificate to the College). Your medical certificate must:
  - Be from the registered health practitioner who is treating your condition, and
  - Include the dates of consultation, the medical condition, impact of the condition on your ability to study, recommendation for a reduced study load or break from study, and treatment plan.
- **Serious illness of close family members**

If you have a close family member who is ill, you must supply evidence of your relationship to them (e.g., Birth certificate(s), passport, family record book, etc.) as well as evidence of the illness from a doctor or hospital).

- **Bereavement of close family members** - parents or grandparents or spouse or child (death certificate and evidence of relationship (e.g. Birth certificates) to be provided by the student)
- **Major political upheaval or disaster in your home country** requiring emergency travel (student to provide evidence e.g. media reports of civil war/significant political unrest or natural disaster plus evidence or student's residency in the specific affected area; police report; letter from psychologist that includes the date of consultation, the outcome of the assessment, the impact of the student's ability to study, the recommendation for a reduced study load or break from study, and treatment plan.
- **Traumatic experience** which may include:
  - Involvement in or witnessing of an accident or a serious crime committed against the student, or the student has been a witness to a crime and this has impacted on the student (these cases will need to be supported by police or psychologists' reports).
- **Other circumstances**

Evidence required: any relevant certified document attesting that the situation is outside student's control and affects their ability to study.

### Reasons that study leave may not be approved:

- Wedding in the family or the student him/herself
- Travelling overseas for reasons other than compassionate and compelling circumstances
- Work commitments
- Minor medical illness or condition
- Course/program not what expected

### Applying for special leave (compassionate or compelling circumstances)

Students who wish to apply for study leave for compassionate or compelling circumstances (as detailed above) must submit a Student Request form.

### Students with Special Needs

In line with our Access and Equity practices, students with special needs are offered the same opportunities as any other candidate. Our training and assessment programs will take special needs into consideration. Flexible learning and assessment methods will be adapted according to your specific requirements if necessary.

### Student Support Services

Student Services can assist with academic or non-academic support. You may also request additional support from your trainers or Course Coordinators throughout your study.

The Student Support Officer can advise students in all aspects of student life. The Student Support Officer is there to discuss and support students with issues including:

- Support in finding accommodation
- Learning pathways and possible RPL opportunities
- Provision for special learning needs

- Provision for special cultural and religious needs
- Any other issue

Student support officer can recommend students to internal and external agencies for any specialised help should the student need it. The college has a register of external support agencies to name a few, and the student can be guided to any one of them. The college will not charge or take any commission for such a service.

### Academic Misconduct and Plagiarism

Academic misconduct and actions demonstrating a lack of academic integrity include but are not limited to the following:

- Cheating in assessment tasks
- Collusion – whereby a student collaborates with others and submits work that has been created by more than one person, as being solely their own work (not the same as tasks set out as group assessments)
- Plagiarism (whereby a student copies more than 10% of anyone else's work and presenting it as their own original work)
- Submission of work by a student that is clearly not the student's own work
- Submission of work that has been significantly edited by someone else
- Submission of work previously submitted at Tr4in Right or elsewhere for another unit or competency or course
- Academic fraud – having someone else sit a test or other assessment requirement in the student's place, falsely representing themselves as the student
- Not providing citations

### Non-academic misconduct and unacceptable behaviours

These include but are not limited to the following:

- Intentional breaches of Commonwealth or State law
- Disrespectful, threatening, or abusive behaviour towards other students, staff, or members of the public
- Endangering the health and/or safety of self or others
- Violence
- Damage or destruction of property
- Theft of property of Tr4in Right
- Theft of property of staff, other students, or any other person (such as during industry work placement)
- Carrying of weapons
- Possession of illegal, banned, or dangerous items and/or substances
- Being intoxicated or under the influence of drugs or alcohol
- Refusing to identify themselves truthfully or misrepresenting their identity
- Smoking indoors or within the premises or facilities
- Disobeying trainer assessors, continuously interrupting the trainer or refusing to participate in class activities
- Unauthorised use of mobile telephones or other devices in class
- Harassment, discrimination, or vilification in any form against a student or students, staff member, agent, or any other person
- Photographing, recording, or filming a person without their permission
- Harassing, bullying, or behaving inappropriately through social media or other means
- Bullying will not be tolerated in any form
- Non- payment of fees

Please note there are consequences of any of these. These could lead to warnings, intervention, suspension, and cancellation from the course. For further details please refer to the policy on Tr4in Right website. Refer to the Academic Misconduct Policy on [www.tr4inright.edu.au](http://www.tr4inright.edu.au)



## Resources, Assessment & Report

Students will be informed by their trainers what resources they need to have with them while they are attending training.

Several approaches to course assessments are used by Tr4in Right staff. Assessment approaches may include; observation of performance in class, case studies, projects, assignments, presentations, role plays, written tests, class exams.

Students will be given information in advance regarding the time, content, and format of each assessment. Also, see the current fees schedule regarding any re-sit charges and which may attract fees (this can be obtained from website or front desk at the college)

## Assessments for VET students

You have two (2) attempts to complete each task satisfactorily. If you are deemed 'Not Yet Competent' after the second attempt, you will be required to do further training before reattempting to undertake the assessment tasks of this unit. Re-assessment fee will apply.

Also, refer to the Non-Tuition Fees and Charges regarding any resubmission and/or re-sit charges and which may attract fees (can be obtained from website or front desk at the college)

## Assessment Submission Schedule for VET students

Schedules of assessment submission are shown in your course timetable. You must ensure that you submit your assessments as per the due date. Non-submission on due dates will result to being marked as Not Yet Competent (NYC) as your 1<sup>st</sup> attempt.

## Provide/update your Current Address Details

It is a Visa requirement that you **must** maintain a current residential address on your student file **at all times** and that you must notify Tr4in Right not less than 2 working days **before** the change is to occur.

You no longer need to keep Department of Home Affairs informed of your updated details, as the Department of Home Affairs will check these details with your education provider as required (via PRISMS).

## USI - Unique Student Identifier

From 1st January 2015 students enrolling in nationally recognised training in Australia will need a Unique Student Identifier (USI).

The USI is a form of file number that will link students to their training records which are held in the national training collection. Students will be able to access their records online, download them and share them with future training organisations electronically. With the student's permission, training organisations will be able to see their students' entire nationally recognising training record commencing with records collected in 2015. Training organisations will find it easier to assess prerequisites and credit transfers and assess students' eligibility for government funded training places. The USI will improve the VET sector's transparency and responsiveness, enable more evidence-based policy intervention by Governments and support the management of government funded student subsidy programs.

The USI Office has developed two connection options:

1. A web services solution that provides a seamless system to system interface with a training organisation's student management system and
2. The USI Registry system.

Both systems allow:

- The creation of USI accounts for students who give the training organisation permission to do so
- The ability to verify a student's USI number to ensure its accuracy and reliability before uploading their AVETMISS compliant submission to the National Centre for Vocational Education Research (NCVER) database.

## Students who need a USI include:

1. Students who are enrolling in nationally recognised training for the first time;
2. School students completing nationally recognised training; and
3. Students continuing with nationally recognised training.
4. A student who is continuing study is a student who has already started their course in a previous year (and not yet completed it) and will continue studying after 1 January 2015.
5. Once a student creates their USI, they will be able to:
  - Give their USI to each training organisation they study with;
  - Give their training organisation permission to view and/or update their USI account;
  - Give their training organisation view access to their transcript;
  - View and update their details in their USI account; and
  - View online and download their training records and results in the form of a transcript.
  - Control access to their transcript (from 2016).

## USI Access

To gain access to the USI Registry system you are required to complete the USI Access Form. This form is available on the USI website using the following link: [Home page | Unique Student Identifier \(usi.gov.au\)](#)

This is an online form and once submitted the USI Registry system will be updated with your information. This will be completed within a couple of business days. You can access the USI Registry system through the USI website at [www.usi.gov.au](http://www.usi.gov.au)

The following documents are acceptable forms of ID in the USI Registry system and can be verified through the Document Verification Service:

- Driver's License – issued in Australia
- Medicare card – current and issued in Australia
- Passport – Australian passport
- Birth Certificate – issued in Australia
- Certificate of Registration by Descent
- Citizenship Certificate
- Visa – the international passport number is required to link to the visa ➤ Immi Card – issued in Australia.

Please visit <http://usi.gov.au/Students/Pages/steps-to-create-your-USI.aspx> to learn more.

**Further reading: link to USI website** <http://www.usi.gov.au/Pages/default.aspx>

## Recognition of Prior Learning (RPL)

This process encourages you to apply for recognition for previous study, work, life, and educational experience that match the units of competency, qualification, or part qualification of modules within the training and assessment program.

If you are applying for recognition of existing skills and knowledge, then you will need to generate evidence to support your claim to be assessed. Examples of evidence might include; minutes of meetings, emails, letters, project documentation, case notes, managers' validation letters, certificates issued by other training organizations, job description, resume or outlines of previous training and development. We also recognise Units of Competency and Qualifications completed through other Registered Training Organisations.

To apply for RPL, contact Tr4in Right to discuss your skills recognition and assessment options. You will receive a copy of the RPL Information Kit and be required to complete the form in the RPL Application Kit, available from Tr4in Right website under the resources tab, Downloads. An appointment will be made for you to discuss your application. We recommend that you apply for RPL before you enroll or commence your course. RPL applications that are received after course commencement may attract fees.

## Credit Transfer

Tr4in Right recognises Qualifications and Statements of Attainment issued by other Registered Training Organisations within Australia. The policy on National Recognition clearly states the recognition and application process. Recognition is granted by direct recognition of the competency unit completed at another RTO. The applicant must provide original testamurs for verification prior to acceptance of recognition. The RTO will record this as a credit transfer against the relevant unit(s).

Credit transfer is where students have completed units of competence from a current or previous training package that are comparable (through a mapping process) to those you are about to be or are currently enrolled in.

To apply for Credit Transfer, fill out the Credit Transfer form (available at Student Administration) and attach the original evidence you have (e.g., Statement of Attainment or Certificate) to show you have completed the unit. Copies will be made by our Academic team and original documents will be returned to you.

### Note:

*Please ensure that you apply for the Credit Transfer at least 14 days before enrolment to allow time to process your application and issue a customised timetable. If application is received after course commencement, your application may be refused or, if approved, relevant fees will apply (refer to the Non-Tuition Fees and Charges available in this document and in our website) and will result to a reduction of your course fees.*

## Deferral, Suspension or Cancellation of Enrolment

We recognise that there may be times when a student wishes to defer, suspend, or cancel their enrolment. If this is the case, students must contact the Student Support Officer at Tr4in Right and inform them of the reasons. Students may be granted deferment or temporary suspension from their studies on compassionate grounds or due to compelling circumstances (e.g., where a medical certificate states that a student is unable to attend classes). There are strict guidelines from Dept. of Education & Training governing the circumstances under which deferment can be sanctioned.

If this deferment or temporary suspension is granted, we will let you know in writing that your enrolment has been deferred or suspended. The letter will also remind you that a change in enrolment status may affect your visa.



We will notify Department of Home Affairs and Dept. of Education & Training of the change in enrolment. You might be eligible for a refund in this instance – remember to check the refund policy and apply if appropriate.

Tr4in Right may choose to defer, suspend, or cancel a student's enrolment for the following circumstances:

- You have compassionate or compelling circumstances (such as personal illness or illness/ death of a family member at home; birth of a child or political upheaval)
- Misbehaviour by the student (including but not limited to Student Behaviour outlined in this handbook)
- Non-payment of student fees
- Assault of another
- Committed a crime
- Or any other reason as per the misconduct policy of the College.

If Tr4in Right decides to defer, suspend, or cancel a student's enrolment, then Tr4in Right will let you know about their decision in writing. Tr4in Right will remind you, that the change in enrolment status may affect your visa, and that you have 20 working days to use our complaints and appeals process as outlined before. A copy of the letter you are sent will be placed in your student file.

If you decide to not access the complaints and appeals process, then the College will notify the Department of Education and the Department of Home Affairs your enrolment has been deferred, suspended, or cancelled. If you do use the complaints and appeals process, the suspension or cancellation will not take effect until the process is completed.

## Transfer of International Students between other Providers

### Students Transferring to Tr4in Right

When a request for transfer is received for an incoming student to study at Tr4in Right, the Admissions Officer will:

- Verify the length of time that the student has been with their current provider
- Sight a valid letter of offer from new provider
- Check if the original provider has provided a letter of release to the student
- Check if the student is sponsored by the government
- Check the age, English proficiency, and medical status of the student
- Check the status of the current provider and course registration

Tr4in Right will not knowingly enroll a student wishing to transfer from another registered provider prior to the student completing six months of their principal course of study except where:

- The original registered provider has ceased to exist
- The course in which the student is enrolled has ceased to be registered
- The original provider has supplied a written letter of release
- The original registered provider has had a sanction imposed on its registration by the Australian Government that prevents the student from continuing their principal course
- Government sponsorship of the student considers the change to be in the student's best interest and has provided written support for the change.

**Transfers to Tr4in Right will be granted in the following situations:**

- The student meets the entry requirements of the course; and
- The student can meet the fees for the remainder of their course; and
- The student has been complying with their Visa conditions.

Special consideration will be given to students requesting transfers if Tr4in Right considers, that personal circumstances of the student or academic grounds, make it difficult for the student to continue study with their current provider.

Tr4in Right will refuse requests from students for a transfer from another registered provider prior to the student completing six months of their principal course of study in the following circumstances:

- If the student is under 18 years of age; and
- If the student does not have an overall IELTS score 5.5 (Academic) or equivalent.
- If the student has been warned by the other education provider that the student is close to breaching their Visa conditions due to unsatisfactory progress

Once an application is assessed and a decision is made by the Admissions Manager, the student will be informed by the college in writing.

### Students Transferring from Tr4in Right

Please refer to the Student Transfer policy of Tr4in Right for more details ([www.tr4inright.edu.au](http://www.tr4inright.edu.au)).

If a student wishes to be released from their studies at Tr4in Right, and transfer to another registered provider less than 6 months after commencing their principal course of study, student must:

- obtain a letter of offer from the other provider; and
- inform Tr4in Right of their intention to transfer at least 14 days prior to the move.

The Student Support Officer and the CEO will meet to assess the student's request for transfer from Tr4in Right to another registered provider.

### If the request for transfer is approved

- Tr4in Right will release at no cost, but subject to the constraints of the refund policy; and
- Inform the student that it is their responsibility to contact the Department of Home Affairs to ascertain whether a new student visa is required.

### If the request for transfer is not approved, Tr4in Right will

- Issue a written response including the reasons for the refusal; and
- Inform the student of their right to appeal the decision; and
- Place a copy of all relevant documentation into the student's file

## Complaints and Appeals Process

Tr4in Right maintains a supportive and fair environment, which allows training participants to lodge appeals against our decisions. Complaints and appeals are resolved as amicably as possible using this appeal process.

The process allows the student to complaint about any product, services or facet of services received or not received by the student from Tr4in Right. It also allows the student to appeal against the decision taken by the College and have the decision revoked. It further allows the student to seek external mediation after all due processes are exhausted.

We will adhere to the National Code to respond to complaints and appeals. Our complaints and appeals process:

- Is available to all students – ask Student Support Officer and at [www.tr4inright.edu.au](http://www.tr4inright.edu.au)
- Each complaint will be heard in confidence
- Internal process is free of charge

- Can be used for all forms of complaints
- Resolved as quickly as possible
- Can assist to improve our systems

Tr4in Right will commence the complaints process with 10 working days of the formal lodgement of your documents. All reasonable measures are taken to finalise the process as soon as practicable.

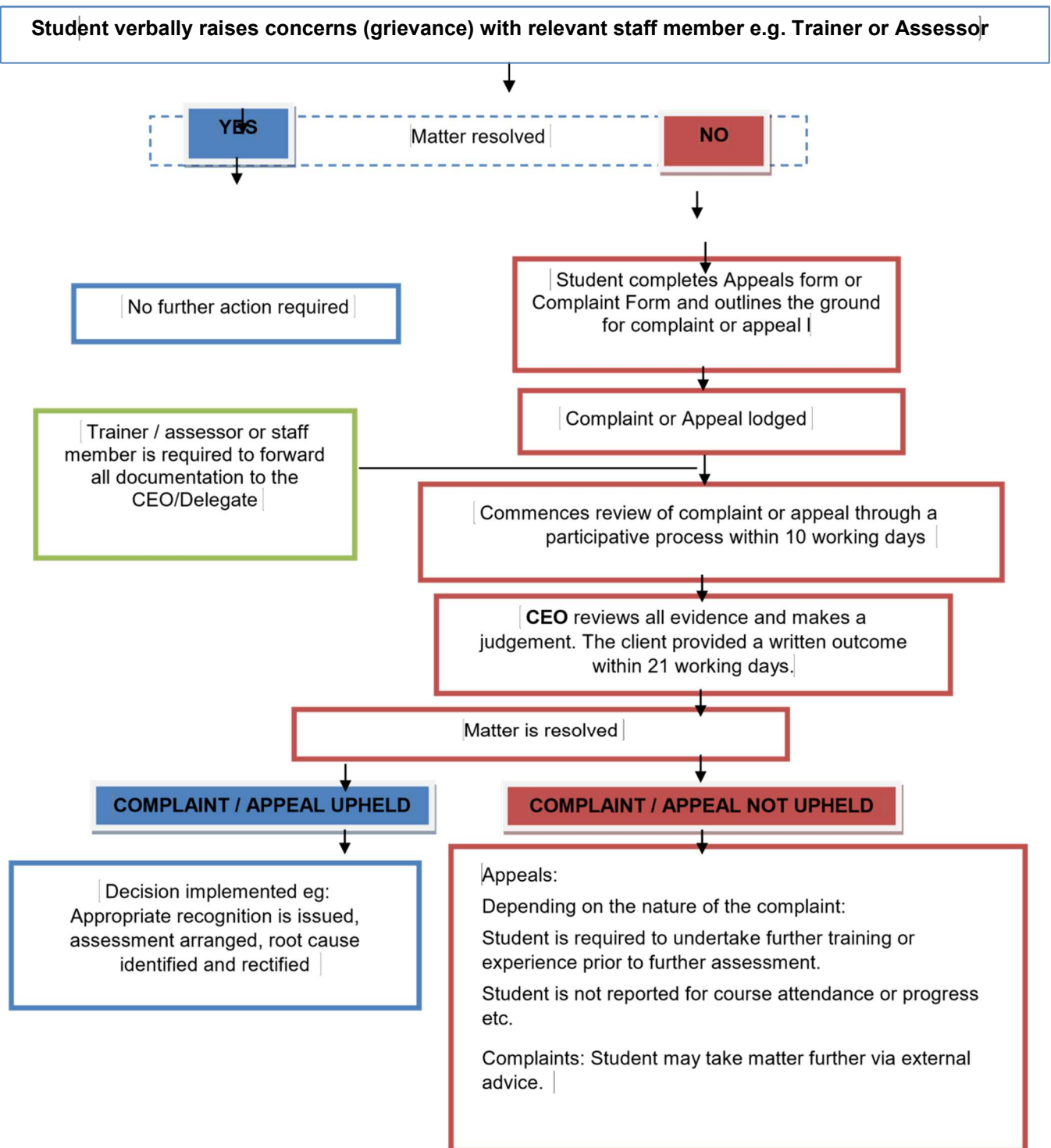
### Internal Appeals

- Discuss your complaint with your Trainer to resolve, if appropriate.
- If not resolved in Step 1, then the complaint is documented on the Complaints Form and submitted to the Student Support Officer. Alternatively, you may discuss your complaint with the Student Support Officer, Compliance and Quality Manager or Chief Executive.
- The Student Support Officer records the details of the complaint and the discussed outcomes with the student. The discussion is documented, and a copy kept on your file. This is reported to CEO or Compliance and Quality Manager.
- Complaints are investigated fairly and objectively with details of the investigation provided in writing to the complainant.
- Where the student is not satisfied with the outcome, the student may use the external complaint process.
- The CEO or Compliance and Quality Manager will close the case when the complaint has been resolved to the satisfaction of both parties.
- A copy of all documentation is placed in the student's file, staff file or Continuous Improvement Register as appropriate.
- In the event that a complaint is substantiated, Tr4in Right will take prompt and appropriate action to resolve the circumstances.

At each step of the complaint's resolution process Tr4in Right will allow you to make representation either orally or in writing prior to reaching a decision.



## Complaints and Appeals Process Flow Chart



## Responsibilities

Role within RTO	Area of responsibility
CEO	Approval Authority
Quality and Academic Manager	Development, Review, Monitoring and Evaluation
Student Support Officer	Implementation

The Quality and Academic Manager is the Appeals Resolution Officer. CEO may delegate responsibility for the resolution of the appeal, if necessary, to an authorised staff.

Details concerning the scope of the Appeals Policy are to be clearly displayed throughout the organisation and contained within the Staff Induction Process, Student Handbook and Tr4in Right website. This policy is provided on the Student Written Agreement. All appeals practices are monitored by Quality and Academics Manager and will be discussed at Management Review Meetings with areas for improvement identified and acted upon. (See Continuous Improvement Policy)

If you choose to access our complaints and appeals processes, Tr4in Right will maintain your enrolment while the complaints and appeals processes are ongoing.

## External Mediation

Where a complaint or appeal cannot be resolved through discussion, conciliation or via the appeals committee, Tr4in Right acknowledges the need for an appropriate external and independent agent to mediate between the parties. In this instance, Tr4in Right will provide students with the details of external authorities that they may approach with respect to the issues if required.

Where all internal avenues have been exhausted and the matter remains unresolved, Tr4in Right (in negotiation with the student) will seek the input of an external independent mediator.

Tr4in Right's mediator of choice for all matters excluding fee related matters will be identified and will be contacted depending on his/her availability.

If there is a cost involved, the cost of the external mediator will be shared equally between Tr4in Right and the complainant. Any cost borne by the student for any such process will not be reimbursed by Tr4in Right.

## External Appeals

The Standards for NVR Registered Training Organisations 2011 requires all RTOs provide appropriate mechanisms and services to efficiently and effectively address learners' complaints and appeals. Only under exceptional circumstances, or after all opportunities to resolve the matter through a training provider's internal complaints process are exhausted, should you seek to have your complaint investigated by an external party.

To make an external appeal contact you can contact either:

### Commonwealth Overseas Students Ombudsman.

*Mail: Commonwealth Ombudsman, GPO Box 442, Canberra ACT 2601 Phone: 1300 362 072*

*Online: <https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=oco-complaint-form>*

*Students studying in South Australia may also appeal to office of training advocate.*

*Office of the Training Advocate, Ground Floor 55 Currie Street, Adelaide SA 5000,*

*Phone (Toll Free) 1800 006 488, Fax 08 8226 4278, email: [trainingadvocate@saugov.sa.au](mailto:trainingadvocate@saugov.sa.au), postal address  
GPO Box 320 Adelaide, SA 5001*

If the student remains unhappy with the Internal and External outcome, they may refer the matter to the National

Training Complaints Hotline on 13 38 73

## Re-assessment Process

Appeals of assessment outcomes must be submitted within two weeks of the date the original assessment decision is given to you. Discuss your assessment outcomes with your relevant trainer.

If you cannot resolve the matter or chose to not discuss the matter with your trainer, you can lodge an appeal in writing. This can be done with the Student Support Officer.

Information will be gathered regarding your assessment and the Student Support Officer will meet with you to discuss it. If this does not resolve the matter, the appeals process can be activated. Please refer to the Complaints & Appeals Process.

## Reasonable Adjustment

Tr4in Right enables reasonable adjustments to be made to assessment procedures for people with special needs, such as people with disabilities or with language or literacy difficulties. Under the Disability Standards for Education 2005, Tr4in Right, as an education provider, is obliged to make reasonable adjustments where necessary to ensure that students with a disability are able to participate in education and training on the same basis as students without a disability. The Disability Discrimination Act 1992 includes an overly broad definition of disability, including illness or disease, past disability and present disability. VET students could have a range of disabilities such as:

- learning impairment
- sensory impairments
- physical or mobility impairments
- psychological or psychiatric impairments
- presence of micro-organism in body causing or capable of causing disease or illness

Tr4in Right treats every case relating to reasonable adjustment individually, ethically and with respect for privacy requirements. Students can inform Tr4in Right of their disabilities through Application to Study Form. Students are expected to provide all relevant evidence related to their disability. This information is to be passed on to the Student Support Officer, who will consult with a range of experts, including a Welfare Officer, to verify a student's needs.

## Section 4 – Work, Health, and Safety

### Occupational Health and Safety

Tr4in Right takes its responsibilities seriously under the National Work Health and Safety legislation by providing:

- A safe learning environment and facilities that are safe for students, employees and visitors so far as is reasonably practicable.
- A workplace that is safe to work in
- Adequate staff training including topics such as safe work procedures, infection control procedures and appropriate hygiene
- Properly maintained facilities and equipment
- A clean and suitably designed workplace with the safe storage of goods such as chemicals

The following procedures and standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean, and efficient, working environment
- Implement procedures and practices, in accordance with State and Local Government Health regulations.
- Store and dispose of Waste according to health regulations
- Clean walls, floor and working surfaces to meet health and safety standards without causing damage



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- Check all equipment for maintenance requirements
- Refer equipment for repair as required
- Store equipment safely
- Identify fire hazards and take precautions to prevent fire
- Safe lifting and carrying techniques used
- Ensure student safety always
- Ensure procedures for operator safety are followed always
- All unsafe situations recognised and reported
- Implement regular fire drills and provide first aid courses to all staff and students
- Display first aid and safety procedures for all staff and students to see
- Report any identified Occupational Health and safety hazard to the appropriate staff member as required

### Student Responsibilities

- You also have a responsibility under WHS legislation. This includes taking reasonable care for the health and safety of yourself and others, cooperating with teachers/trainers and staff and respecting any actions taken by Tr4in Right to comply with WHS legislation.
- Any private property brought onto Tr4in Right premises is your responsibility and Tr4in Right does not accept any responsibility for the loss of or damage to your personal property. This includes your personal textbooks, smart devices, tools, and equipment.

### Accidents, incidents, and hazards

If you are involved in an accident or incident or on becoming aware of a hazard that could cause an injury or illness to yourself or others, you must report it to your teacher/trainer or Student Support staff as soon as possible.

### In an emergency

Contact your trainers or Student Support staff immediately if you see an actual or imminent occurrence, which could endanger or threaten the safety or health of any person at the College or threatens to destroy or damage any property.



### Restricted access areas

Some areas of the College are restricted access areas and only authorised persons are permitted to enter these areas. You are not permitted to enter any of these areas without the consent of authorized staff or your teacher/trainer.

## Tr4in Right First Aid Procedure

The first aid kit is located in the lounge room marked with a Green Cross. The First Aid Officer or Student Support Officer will assist you with any medical emergency.

### Tr4in Right Evacuation Procedure:

In the event of a fire please adhere to the following:

When you hear a “Whooping” sound immediately stop what you are doing and calmly proceed to the “Emergency Exit”

1. Close all doors to isolate fire
2. Assist persons with disabilities as necessary
3. Evacuate to the Assembly Area– All campuses have their own evacuation assembly area noted on the evacuation plan displayed in the main foyer of the campus. You will be informed of the same during your orientation.

4. DO NOT re-enter the building until instructed to do so

## **Important Telephone Numbers**

EMERGENCY - 000 or 112 mobile (to override key locks)

DHA - Department of Home Affairs

131 881 <https://www.homeaffairs.gov.au/>

Australian Taxation Office - Tax File Number: 132 861 [www.ato.gov.au](http://www.ato.gov.au)

## **Training Venues**

Tr4in Right has its campus at Level 4, 470 Collins Street, Melbourne VIC 3000.

## **Emergency Contacts**

### **Emergencies – Dial 000**

The Triple Zero (**000**) service is the quickest way to get the right emergency service to help you. It should be used to contact Police, Fire or Ambulance services in **life threatening or emergency situations only**. Emergency 000 lines should not be used for general medical assistance.

### **Police**

In Australia police protect people and properties, detect, and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe. In a **non-emergency situation**, you can contact the local police station directly on 131444 Nearest Police Station.

### **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 and **emergency transportation to hospital**. Dial **000**

### **State Emergency Service**

The State Emergency Service (**SES**) is an emergency and rescue service dedicated to providing assistance in natural disasters, rescues, road crashes and extreme weather conditions. It is made up almost entirely of volunteers and operates in all States and Territories in Australia. For emergency assistance in a **FLOOD** or **STORM** dial **132 500**.

### **Lifeline**

Lifeline's **13 11 14** service is staffed by trained volunteer telephone counsellors who are ready to take calls 24-hour a day, any day of the week from anywhere in Australia. These volunteers operate from Lifeline Centers in every State and Territory around Australia.

Anyone can call Lifeline. The 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. Lifeline telephone counsellors are ready to talk and listen no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice

### **Poisons Information Line**

The poisons information line provides the public and health professionals with prompt, up-to-date and appropriate information, and advice to assist in the management of poisonings and suspected poisonings. The seriousness of a poisoning situation is assessed after a detailed history is obtained from the caller. Members of the public may be then given first aid instructions, information on possible symptoms, and advised on the need for assessment by a doctor or

referral to hospital. The Australia-wide **Poisons Information Centre** have a common telephone number: **131 126**.

### Interpreting Services

For interpreting service on dial 13 14 50

## Overseas Student Health Cover (OSHC)

Overseas student health cover (OSHC) is insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia and is mandatory for international student visa holders. OSHC will also cover the cost of emergency ambulance transport and most prescription drugs.

### How do I get OSHC?

You may be or have been asked for an OSHC payment in the education offer package you receive from your chosen education provider if they have a preferred provider agreement and don't need to complete a formal application form. If not, you may need to complete an Application for OSHC which is available from registered OSHC providers and most educational institutions. Your local education adviser can lodge your OSHC form and payment at time of processing your enrolment to study in Australia.

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. Most Australian education institutions have a preferred OSHC provider. Depending on the institution you will be attending you will be required to join one of these four registered health funds. You may choose to change your health fund at any time but will need to abide by the conditions of change of the health fund provider you are leaving.

Students may also take out additional cover in the form of Extra OSHC and students who could not previously access OSHC may now be able to access Optional OSHC. Some students may be exempt from enrolling in the OSHC such as students from countries who are Governments may have Reciprocal Health Agreements for students in Australia. Note: only some reciprocal health agreements cover students in Australia, some will only cover visitors. You should determine if you are eligible before you apply for your visa to come to Australia.

Further information on OSHC can be found at:

<http://www.health.gov.au/internet/main/publishing.nsf/Content/privatehealth-consumersoverseascover.htm>

If you come to Australia on a visa other than a student visa and undertake **a short course of study of three months duration or less**, you will not be eligible for OSHC. It is wise to purchase travel or private medical insurance in this case.

### What am I covered for?

OSHC provides a safety net for medical expenses for international students, similar to that provided to Australians through Medicare. Additionally, OSHC includes access to some private hospitals and day surgeries, ambulance cover and benefits for pharmaceuticals. For more please visit: [www.ahm.com.au/OSHC](http://www.ahm.com.au/OSHC)

### How do I use my OSHC card?

If you need to visit a doctor or medical centre, show your card at the end of the visit. You will be charged the doctor's fee and the government fee component of that **may** be processed by the medical centre. If the medical centre is not able to process the government fee, pay the total amount, keep the receipt and you can claim the government fee back from your OSHC provider.

### How do I make a claim?

For more please visit: [www.ahm.com.au/OSHC](http://www.ahm.com.au/OSHC)

### Renewal information

For more please visit: [www.ahm.com.au/OSHC](http://www.ahm.com.au/OSHC)



## Section 5 - Living in Australia and Studying in Melbourne

### Living in Australia:

Australia is coral reefs, sandy beaches, and wildlife. But there is much to learn about this island nation. If you are considering studying in Australia, it is important to do a little research on the culture, food, history, and social norms. This will help you adjust to this new place more easily.

Australia is characterized also by its rules and laws, here you have to respect the law always. All of us here contribute to maintaining security and the authorities work every day to make this country one of the safest in the world.

As an international student, it is important to follow and respect the law at all times. Following the rules will ensure that your stay is as pleasant and peaceful as possible, thus avoiding penalties that can affect your pocket.

### Study in Melbourne!

Melbourne has been consistently named one of the most liveable cities in the world. It is a pleasure for Tr4in Right College to welcome you to this city to continue your learning journey. Here you can easily discover what it is that makes Melbourne a great city to live in and why so many students choose it as a destination.

We are located in the heart of Melbourne CBD, a short walk from the city's most popular attractions and cultural venues.

This city has an easily accessible tram at no cost within the free tram zone, which can take you to discover the best cafes, restaurants, bars, boutiques, parks, and art galleries.

Melbourne is also known for its alleys that will take you to discover street art, hidden restaurants, and cafes. This is the perfect plan to share with new friends and explore Melbourne's food and wine scene, known all over the world.

On weekends, you can always have fun and learn at first-rate festivals or cultural events - there is at least one every week!

For more information, Study Melbourne offers valuable and easily accessible information to guide you through your stay in this innovative city:

<https://www.studymelbourne.vic.gov.au>

Some other links of interest:

<https://www.melbourne.vic.gov.au/community/health-support-services/international-students/Pages/international-students.aspx>

<https://www.fairwork.gov.au/find-help-for/visa-holders-migrants>

## Section 6 - Managing Finances

### Initial Expenses

This is an example of some of the expenses you might encounter when you first come to Australia:

Expense	Estimated Cost
Temporary accommodation	\$ 350 - \$ 500 /week
Rental bond (four weeks rent @ \$150-\$200/week)	\$ 600 - \$ 1,000
Advance rent (two weeks @ \$150-\$200/week)	\$ 300 - \$ 400
Electricity connection	Normally free with 2-year agreement*
Telephone connection	Normally free with 2-year agreement*
Gas connection	Normally free with 2-year agreement*
Internet connection	Normally free with 2-year agreement*
Mobile phone and/or network sim card	Normally free with 2-year agreement*
Household items, e.g., furniture, crockery, etc.	\$300 - \$500
Transportation	\$150 - 250/ month
Textbooks & Educational Expenses	\$ 50 - \$ 200
Incidentals	
Insurance – house, car, health	Depends on
<b>TOTAL:</b>	<b>\$ 1,500 - \$ 3,000</b>

### Ongoing Expenses

Once you have established yourself in accommodation, you will need to budget for ongoing costs. This is an example of monthly expenses you may have if you live in **SINGLE accommodation** (costs will reduce if you are in shared accommodation):

Monthly Expense	Estimated Cost
Rent (four weeks rent @ \$ 300/week)	\$900
Food (four weeks @ \$150-250/week)	\$ 1000
Electricity & gas	\$100
Telephone & Internet	\$100
Mobile Phone	\$50
Transportation	\$200
Entertainment	\$300
Insurance – health, house, car	\$40
Unexpected	
<b>TOTAL:</b>	<b>\$ 1340</b>

## Setting up a Bank Account

You can choose to open an account in any **Bank, Credit Union, or Building Society** in Australia. Do your research to get the best deal.

### To open a bank account, you will need:

- Your passport (with arrival date stamped by Australian immigration)
- Student ID card
- Money to deposit into the account (this can be as little as \$10)

Anyone who wishes to open a bank account in Australia must show several pieces of personal identification which are allotted a points system. 100 points of identification is required to establish your identity as the person who will be named in the account. Your passport and proof of your arrival date in Australia will be acceptable as 100 points IF you open an account **within six weeks** of arrival in Australia. After this time, you will be required to produce additional documentation. As a student, you will be able to open an account with special student benefits. Many banks have 'Student Accounts' which contain no or minimal fees for transactions that might normally be attached to regular savings accounts. You will also require the student ID card from your institution to prove you are a student and should have access to the benefits offered by a student bank account. For a comparison of accounts in banks throughout Australia see:

<http://www.banks.com.au/personal/accounts/>

Most people in Australia enjoy the convenience of **Internet banking** and/or **Telephone banking**, which enables them to manage their money, pay bills etc. from home. At the time you are setting up your account you can request these services from your bank.

Please go to the banks websites to find the latest location of the ATM around the College or your residential location. For any assistance speak to the college staff.

## Banking Hours

Most bank branches are open from **Monday to Friday, 9:00am to 4:00pm** (except on public holidays). Some branches have extended trading hours during the week and may be open Saturdays (check with your individual bank). **ATMs remain open 24 hours a day**. However, you should be aware of your personal safety if accessing cash from an ATM at night in quiet areas where there are not a lot of people around.

## Bank Fees

Bank fees are **the price you pay for the products and services that banks offer**. Different banks charge different fees for different products and services, and the best way to find out what fees apply is simply to ask your bank. Any fees that apply to your accounts are fully disclosed in information leaflets and terms and conditions that your bank can provide before you open your account. **Some banks waive some fees if you are a full-time student**. The way you do your banking may also affect the fees that apply for example: internet banking rather than walking into a branch.

If you don't understand any fee that has been charged, contact your bank.

## Account Statements

Most banks will provide regular statements for your accounts (just how regular can depend on the type of account). On request, banks will provide statements on a deposit account at more frequent intervals, but this may attract a fee. Bank statements are your record of everything that has happened in your account over a given period – the withdrawals, deposits and transfers that were made, and any bank fees and government taxes you were charged. Telephone and Internet banking can make it easy to check your statements, and some banks even offer 'mini statements' through their own ATMs.

Check your statements regularly to make sure you've got enough money in your account to cover your expenses and keep track of your spending, as well as make sure that all transactions made in your account are legitimate. Refer to your statements to see what fees you are paying on your bank accounts and why, and to see whether a



few simple changes to your banking habits could help you to reduce the fees you pay (for example, using your own bank's ATMs instead of other banks' ATMs).

(Source: Australian Bankers' Association Inc.)

### Accessing Money from My Account

Bank accounts offer lots of options for accessing your money. Some of the most popular options are described below.

#### ATMs (Automatic Telling Machines)

ATMs can be used to withdraw cash from an account by using the ATM card which is available with most bank accounts. You can also use ATMs to get an account balance and transfer money into other accounts. Some ATMs also allow you to deposit cash and cheques into your account. Using the ATMs of your bank will generally cost less money than if you use another bank's ATMs. Fees for using ATMs can vary between banks and between accounts.

#### Using an ATM

You will be given a PIN (Personal Identification Number) which you will enter the ATM to access your account. It is the key to your account, and it is important that you never tell anyone your PIN. A bank or reputable business will never ask you for your PIN. If anyone does, be suspicious, don't hand it over and report the incident to the bank and the police. Be careful no-one is looking over your shoulder when you enter your PIN.

These general rules should be followed for **ATM safety**, especially at night:

- Minimise your time at the ATM by having your card ready when you approach the machine;
- Look around as you approach the ATM and if there's anything suspicious, don't use the machine at that time (report any suspicions to the police);
- If you don't feel comfortable using an ATM, consider continuing to another branch or using off-street ATMs;
- Do remember that EFTPOS can be used to withdraw cash at many other places, like supermarkets and service stations;
- If you simply want to check your account balance or transfer funds between accounts, telephone or Internet banking can be used instead of an ATM.

If your ATM or credit card is lost or stolen (or if your PIN has been revealed to another person), notify your bank immediately. This will enable your bank to put a stop on your card immediately so that no one else can use it and get access to your money. Most banks have a 24-hour telephone number for reporting lost cards – it's a good idea to keep a record of this number handy always, just in case. If you don't know the number, ask your bank. (Source: Australian Bankers' Association Inc.)

### Safety When Carrying Money

The first and fundamental rule of safety when carry money is: **"Don't carry large amounts of cash!"**

Second: "Don't advertise the fact that you are carrying money!"

- Divide your cash into various locations on your person (front pocket, coat pocket, shoes, etc.).
- Keep your wallet in one of your front pockets always.
- Do not carry cash in a backpack or back pocket.
- Sew a small money pocket into the cuff of a trouser, sleeve of a shirt or even a bra.
- Divide your bank/credit cards and keep them in separate locations.
- Do not place money or valuables in lockers.
- Be incredibly careful how you carry your handbag, and never leave it open for someone to slip their hand inside.

### EFTPOS

Short for 'Electronic Funds Transfer at Point Of sale,' EFTPOS terminals can be found where goods or services are sold, for example, supermarkets, service stations, restaurants, doctors' surgeries, and gymnasiums. You can pay for goods and make payments through EFTPOS using your ATM card, rather than paying with cash. At some stores, when you use EFTPOS, you can also withdraw cash from your account at the same time. You should be aware that there are some retailers who put limits on how much cash can be withdrawn which may be dependent on the amount that is spent in the store.

When paying by EFTPOS, you also use your PIN to access your account. The Same rules apply about keeping the PIN confidential and never handing it over to anyone. Be careful no-one is looking over your shoulder when you enter your PIN. See: Using an ATM.

### Telephone Banking

You can use telephone banking to transfer payments to and from accounts, get your account balances, get recent transaction information, and pay bills. You will need to register to use telephone banking and will then be given a password or an identification number that allows you to access your accounts over the phone. It's important never to give your password to anyone else.

### Internet Banking

Internet banking allows you to view and check your accounts, review recent transactions, apply for loans, and credit cards, or transfer money and pay bills – all on-line. Most banks offer Internet banking facilities, but you will need to register with your bank to gain access. You will then be given a password that allows you to use your accounts on-line. Never give this password to anyone else.

There are security issues that need to be considered when using Internet banking. It is recommended that you install and keep up-to-date anti-virus software and a firewall, update security patches and be suspicious of emails requesting you to hand over confidential information such as your Internet banking logon password. Your bank will never ask you for this information, especially in an email. In addition, many banks publish security guides on their websites, and this provides valuable information on precautions that you can take to protect your information on-line. If you are unsure about any approach that appears to be from your bank to provide personal information. Refuse to provide that information until you can attend your nearest branch to discuss the request over the counter with bank staff. There is no charge for discussing your banking options at a branch.

### Over-the-Counter Service

You can also go into a branch of your bank and, with the assistance of bank staff, conduct transactions including withdrawals, deposits, transfers, and account balance checks. If you do not have a branch close by, you may be able to visit an agency of your branch, such as an Australia Post outlet, to conduct certain transactions. Bear in mind that over-the-counter transactions usually incur higher fees than electronic transactions.

### Paying Bills

Most bank accounts offer lots of easy options for paying bills. Transaction accounts with cheque book facilities allow you to pay bills by cheque, and most transaction accounts and savings accounts allow you to pay bills electronically (e.g., using facilities such as telephone banking, Internet banking) and using direct debits.

A note of caution on direct debits – they are a convenient Way to pay everyday bills, but always make sure you've got enough money in your account to cover the cost of the debit. If your pay or allowance goes into your account on a certain date, make sure your direct debit payments are scheduled to come out of your account after your pay goes in, or you might end up with an overdrawn account or a dishonoured payment – both can cost you money.

## Working in Australia

### Permission to Work

As of 26 April 2008, people granted student visas automatically receive permission to work with their visa grant. Most student visa holders will no longer need to apply separately in Australia for permission to work. Please note that you will NOT be able to work in Australia until the first official day of classes when the education provider

confirms your study commencement. Your education provider may do this automatically on the first official day of classes, or you may need to request it from them.

## Working while Studying

- You are not permitted to start work until you have commenced your course of study
- You can work a maximum of 20 hours per week during the Semester and unlimited hours when your course is not in session.

The Department of Home Affairs considers your course to be 'in session':

- For the duration of the advertised semesters (including periods when exams are being held)
- If you have completed your studies and your Confirmation of Enrolment is still in effect
- If you are undertaking another course, during a break from your main course and the points will be credited to your main course.

(Source: Department of Home Affairs)

For a full list of mandatory and discretionary student visa conditions please visit [www.border.gov.au/](http://www.border.gov.au/)

## Finding Work

You may find it difficult to find work in Australia as you will be joining the general Australian population in your search; therefore, you should not rely on income from employment when budgeting to pay for living expenses. There is no guarantee that employment companies will find work for you.

There are many different Ways to find a job in Australia:

- Newspapers
- Tr4in Right Notice Board
- Referrals
- Work Experience interaction
- Online - try these online companies: [www.seek.com.au/](http://www.seek.com.au/) / [www.careerone.com.au](http://www.careerone.com.au)

## Earning an Income

Taxes are managed through the **Australian Taxation Office (ATO)**. The tax you pay depends on how much you earn.

## Getting a Tax File Number (TFN)

You must obtain a Tax File Number to be able to work in Australia. A tax file number (TFN) is your unique reference number to our tax system. When you start work, your employer will ask you to complete a tax file number declaration form. If you do not provide a TFN your employment will be taxed at the highest personal income tax rate, which will mean less money in your wages each week.

**You can apply for your TFN online at [www.ato.gov.au](http://www.ato.gov.au)**, or phone **13 28 61**, 8am to 6pm Monday to Friday. For the ATO translating and interpreter service phone: **13 14 50**.

## Taxation Returns

If you pay too much tax you are entitled to a refund. To get a refund you will need to lodge a tax return. You can lodge online using **e-tax** (free), by mailing a **paper tax return**, or by paying a **registered tax agent** to complete and lodge the return for you. If you lodge by e-tax your refund will normally be issued within 14 days.

- Lodge online using e-tax at [www.ato.gov.au](http://www.ato.gov.au)
- For a registered tax agent visit [www.tabd.gov.au](http://www.tabd.gov.au)
- Tax returns are lodged at the end of the Australian tax year – (1 July to 30 June).

## Superannuation

If your monthly wage is more than AU\$450, your employer must contribute an additional sum equal to 11% of your wage into a superannuation (pension) account for you for the financial year 2023-2024. In most cases, you can



access your contributions when you leave Australia permanently, although the contributions will be taxed.

Check your eligibility to claim superannuation and to apply for your payment, visit: [www.ato.gov.au/departaustralia](http://www.ato.gov.au/departaustralia)  
You will need to provide the details of your superannuation fund. (Source: Australian Taxation Office)

*We trust that you found this information useful. All effort has been made to have this information current as of the date printed but the college cannot be held responsible for interpretation of this information. The information and legislations are ever changing and as such can impact each individual's circumstances at any time. The college strongly suggests each individual to contact the requisite department to get current and relevant information at any time.*

## Section 7 - Terms and Conditions, Credit Reporting, Privacy Policies

### Terms & Conditions

#### Genuine Temporary Entrant

The Genuine Temporary Entrant (GTE) assessment addresses whether your individual circumstances sufficiently support your intention to travel to and remain in Australia on a temporary basis to achieve a successful educational outcome.

More information on Student Visas and GTE assessment can be found on the Department of Home Affairs (DHA) In order for you to apply for a Student Visa, Tr4in Right needs to ensure that you pass the GTE assessment. Information regarding GTE requirements is available on the DHA website. The final decision whether to grant you a Student Visa is made by DHA.

Your GTE and Genuine Student status is determined by assessing your application and supporting documents, such as those shown below, against the entry requirements for the program you are applying to study:

- Evidence of English language proficiency
- Academic record
- Employment/professional experience

International students enrolled and attending the college are subject to Tr4in Right student rules, policies and procedures and are laid down in Tr4in Right International students handbook

#### Terms of Offer

This agreement, and the availability of a complaints and appeals process, does not remove the right of the student to act under Australia's consumer protection laws. Overseas students have access to appeals and dispute resolution services and information from the Overseas Student Ombudsman. For more information, visit <http://www.oso.gov.au>

#### The Agreement

- a. These Terms of Offer, the Letter of Offer and Acceptance of Offer together form a binding Agreement between Tr4in Right and the recipient of the attached Letter of Offer. Provision of enrolment is subject to a payment of one agreed fee. Refund calculations are based on the minimum payment as detailed above in accordance with the ESOS Act.
- b. The Terms of Offer may be subject to variation as necessary to comply with any Australian Commonwealth or State law, regulation, or amendment thereof.

- c. Tr4in Right's responsibilities to the student pertain only to the course(s) outlined in the Letter of Offer.
- d. All conditions and special notes contained in the Letter of Offer must be met and/or agreed to prior to Tr4in Right issuing a Confirmation of Enrolment.
- e. Students must meet the minimum English language proficiency requirement for entry into the course.
- f. International Students entering Australia under a temporary entry permit (e.g., a student visa) are responsible for ensuring the relevant visa is issued in time to attend Tr4in Right orientation.
- g. Attendance at orientation is compulsory; therefore, International Students must ensure the relevant visa is issued in time to attend orientation. Special permission must be sought for non-attendance at the assigned date of orientation.
- h. Students are expected to attend all classes and complete all assessments during a course and must abide by all rules and regulations of Tr4in Right that are in force at the time of their enrolment.
- i. Students must maintain minimum 50% courses progress in accordance with Visa requirements. Students must maintain financial status with the College at all times, in accordance with the detailed payment schedule contained in the invoice.
- j. Tr4in Right may use its discretion to cancel or temporarily suspend the enrolment of a student on the grounds of misconduct by the student, financial status (students with overdue fees) or on grounds of compassionate or compelling circumstances.
- k. International students are protected by the Education Services for Overseas Students (ESOS) legislative framework located at: <https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>
- l. Students are responsible for supplying the Student Unique Identifier (USI) number to the college before any transcript, qualification or testamurs may be issued. Students may seek advice from Tr4in Right to apply for a USI.
- m. All student records are retained for a minimum of 2 years as per Tr4in Right retention of record policy.

### **Student Visa Conditions**

Student visas are normally issued for the period of the course or courses being offered. Students needing to extend their visa beyond this period may ask Tr4in Right staff for assistance. However, the staff would be unable to give you advice about visa and will provide an appropriate pathway to seek professional advice.

International students are responsible for meeting all visa conditions as specified by the Australian Government. For more information on Australian Visa regulations please refer to Department of Home Affairs web site.

The visa conditions are summarised below:

- a. Students on international student visas MUST abide by the conditions of their visa at all times.
- b. You CANNOT work more than 40 hours per fortnight except in limited circumstances
- c. You must remain enrolled in a CRICOS registered course.
- d. You must attend and progress in your course satisfactorily as defined by the College.
- e. You must maintain Overseas Health Cover for your entire stay in Australia.
- f. You must continue to have sufficient financial capacity to support your study and stay in Australia.
- g. You must maintain adequate schooling arrangements for any school-age dependents that join you in Australia on a student dependent visa for more than 3 months.
- h. You must notify your education provider of your residential address in Australia within 7 days of arriving in Australia and, you must notify your education provider of any change in your residential address, phone, email, or emergency contacts/next of kin within 7 days of the change.
- i. You must notify your education provider of a change of education provider within 7 days of receiving the electronic Confirmation of Enrolment certificate or evidence of enrolment.

#### **Notes:**

For current details of student visa conditions visit the Department of Home Affairs (DHA) website: <https://www.homeaffairs.gov.au/trav/stud/more/visa-conditions/visa-conditions-students> or call 131 881.

For details on how to apply for a Student Visa contact your nearest Australian visa processing office and/or obtain information at Australia's Department of Home Affairs (DHA) website, further details are in your Student Handbook.

### Fees and Charges Policy

- a. Tr4in Right charge a variety of fees and charges for courses in relation to market demand.
- b. Tuition fees for vocational courses must be paid at least six weeks prior to the commencement of each semester.
- c. If a student wants to withdraw from the course, he should give at least one term notice before the next semester begins
- d. Tr4in Right reserves the right to withhold certificates and results until payment of all fees and stationery has been made.
- e. Tr4in Right reserves the right to refuse a student's re-enrolment if accounts are not paid by the due date. The college reserves the right to bar the student to attending classes in case of non-payment of outstanding fees (including nontuition fees charged like late fees, resit fees, resource fees etc) as per the invoices raised and given to the student.
- f. Tr4in Right reserves the right to forward the defaulting students name and details to its debt collectors' agency (an external arm) for collection of overdue payments. The resulting cost may be passed on to the defaulting student.
- g. Tr4in Right may list the defaulting student for credit watch on organ stations like VEDA. This may adversely impact your ability to apply for any credit.
- h. Fees and charges are published and available online via Tr4in Right's website.
- i. Students are notified in their Letter of Offer and Acceptance (Written Agreement) of all fees and charges, including that these are subject to change.
- j. Payments including fee deposits are not accepted from overseas students until Tr4in Right
- k. College receives their signed and completed Letter of Offer and Acceptance (Written Agreement).

### Tuition fees

- a. Tuition fees (see Fees Schedule for current amount) Tuition fees DO cover the charges for tuition administration.
- b. Tuition fees means the payment agreed to on the letter of offer for the course or any subsequent variations to the course offer in writing
- c. Tuition fees DO NOT cover the charges for registration fee for vocational courses, accommodation, living expenses, textbooks, uniforms, stationery, equipment, and external examinations.
- d. Fees and charges are reviewed at least annually.
- e. Any changes to fees and charges are updated on all electronic and print material including Letter of Offer and Acceptance (Written Agreement) and marketing/recruiting materials.
- f. International education agents are notified of any changes to fees and charges and are supplied with updated materials.
- g. Tr4in Right will not issue any qualification or award prior to the completion of payment of all fees and charges in full.
- h. Student will pay the same amount of tuition fees at the time of enrolment until completion of the course.
- i. Rescheduling of any course or unit of competency may incur variations in fees and charges such as an increase to be paid or an amount to be refunded.
- j. Enrolling in a new course, course variations and any changes to course enrolment will incur any new fees.
- k. Tr4in Right enrolment/application fee is non-refundable.
- l. In the event a student abandons the course, all fees due are payable.

### Payment Schedule



- a. All payments are due as per the letter of offer and accepted by the student. This payment plan can be varied if the students apply for a different plan and the plan is accepted by Tr4in Right. A Payment Plan does not absolve the student from commitment to the payment of the fees for the current semester.
- b. If the course is less or equivalent to one study period (one semester/24-26 weeks), 100% of the course fees must be paid prior to the commencement of the course
- c. If you have not paid your total outstanding fees, you will not be eligible to graduate.
- d. If the course duration is more than one study period (one semester/24-26 weeks) then first term fees must be paid prior to the commencement of the course in addition to the administration and material fees.
- e. The College is not required to provide students who owe fees for their current study period, with a release to transfer to another College.
- f. If the student enrolls into packaged courses or multiple courses, the course fees for the first semester is payable prior to the commencement of the course in addition to the administration and material fees.

### **Fees and Charges**

- a. Fees are payable as agreed with Tr4in Right and documented in the Letter of Offer and Acceptance of Offer. The balance of fees is to be paid on the basis of payment plan program that is scheduled and agreed upon in the Letter of Offer and Acceptance of Offer.
- b. Tr4in Right may restrict or withhold services or materials from learners if fees are overdue.
- c. Students are required to pay the following fees as applicable:
- d. Application/enrolment fee is non- refundable
- e. Course fee: as per letter of offer
- f. Material Fees: as per letter of offer
- g. Accommodation, Airport Pickup, any other fees: as outlined in the Letter of Offer and Acceptance (Written Agreement) and attached schedule of fees for students.
- h. Applicants must pay the following fees in order to secure their enrolment at Tr4in Right:
- i. A specified pre-payment tuition fees (this will be no more than 50% of the total course fees for overseas students) unless student choses to pay the whole amount.
- j. Application/enrolment Fee

### **Payment particulars**

- a. Students must pay the Application/Enrolment Fee, otherwise the application will not be processed.
- b. Enrolment, Accommodation and Airport Pickup Fees are non-refundable.
- c. Students must pay all associated Course Fees as per the Letter of Offer and Acceptance (Written Agreement) and Fee Schedule, otherwise students will not be allowed to continue study.
- d. Course fees can be paid in Full at the start of the course, or in Advance by term or in accordance with the schedule outlined in the Enrolment Agreement.
- e. Course Fees will not be transferred to another provider unless requested and approved, should a Transfer of Provider request be approved.
- f. A Refund of any fee will only be processed in accordance with the Refund Policy.
- g. Fee increases
- h. Students are informed on the Letter of Offer and Acceptance of Offer that tuition fees will not increase during their period of enrolment at Tr4in Right.
- i. Fees during the enrolment period as tabled under 3.71, may, however, be subject to increase. Notices will be placed throughout the Tr4in Right campus(es) notifying students if any of these fees are to increase. Students will be provided with four weeks' notice of the intention to increase any of these fees.

### **Payment Methods**

All Fee payments must be made in Australian Dollars and can be paid by:

- Cash,
- Direct or SWIFT Deposit,
- Credit Card,

- Bank Cheque or Money Order
- Other electronic methods

## Payment Extension

- a. Should the student experience financial difficulties or encounter unforeseen circumstances where payment of fees cannot be made, then the student may request an extension of fees by submitting a request via email to [accounts@Tr4inRightcollege.edu.au](mailto:accounts@Tr4inRightcollege.edu.au) or contacting their agents or student support officer at the college.
- b. This request must be received prior to the fee due date. If the form is not received by the due date, then the student will be subject to overdue payment fees, regardless of whether an extension has been granted.
- c. Applying for a fee extension does not guarantee that an extension will be granted.
- d. If an extension is approved, then a revised payment schedule will be determined.

## Late Payment

- a. Should a student not pay the required fees by the due date and has not submitted and had approved a Fee Extension Request Form, then a late fee will be imposed. This is as per the fees and charges on the Terms and Conditions of Enrolment.
- b. Should a payment plan be entered into, the due date is the date of the agreed instalment due date, should a student fail to pay any instalment on time the overdue fees will apply to each instalment that is late.

## Non-payment of tuition fees

If you do not pay your tuition fees:

- a. You will not be compliant with the condition of your Student Visa.
- b. In the event that a final notice to cancel CoE, the student shall have 20 days to access the Complaints and Appeals process.
- c. Your COE will be cancelled, and the DHA will be informed.

## Overseas Student Health Cover

- a. As a condition of your student VISA, the Australian Government requires the student to have Overseas Student Health Cover.
- b. Tr4in Right is able to provide OSHC through its contract with various companies and will provide the associated fees and charges on the Letter of Offer, or the student is free to arrange OSHC themselves.
- c. Students will not be able to obtain a valid Student VISA, if they do not have proof of OSHC.
- d. Should you extend your period of study in Australia you will need to maintain your OSHC and advise the College of your new expiry date. For information on renewing your OSHC you should contact our office or your OSHC provider directly.
- e. Also refer to OSHC details in your Student Handbook.
- f. Your OSHC payment must be made before you arrive in Australia. See the following websites for more detailed information about OSHC:
  - <http://www.studyinaustralia.gov.au/global/apply-to-study/entry-requirements/entry-requirements>
  - <https://www.homeaffairs.gov.au/trav/stud/more/health-insurance>
  - <http://www.health.gov.au/internet/main/publishing.nsf/Content/privatehealth-consumersoverseascovers.htm>
  - Note: Norwegian or Swedish students may not require additional cover.

## Tuition Assurance

In accordance with the ESOS Act, Tr4in Right ensures the security of Student Fees through membership to the Tuition Protection Service.

## Schedule of Fees

- Application/enrolment fee (non-refundable)

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- A non-refundable application fee of \$250.00 applies.
- Current Course Costs
  - The course fees are listed on our website. The prices may vary according to specials offered by the college. At no times, the fees can be more than what is listed on the website.

### Non-Tuition Fees & Charges during the enrolment period

The following fees are indicative and may apply during the student's studies/enrolment at Tr4in Right.

Non-Tuition Fees and Charges	
ADMISSION / FINANCE (NON-REFUNDABLE)	AUD \$
Application Fee	\$250.00
Administration Fee (if quoted in the Offer Letter)	\$250.00
Extension or Changes of Confirmation of Enrolment (eCOE) admin fee <b>(each occasion)</b>	\$200.00
Late tuition fee payment (charged <b>each day</b> after the due date)	\$10.00
Declined tuition fee payment <b>(each occasion)</b>	\$20.00
Course cancellation fee	\$100.00
Refund amounts transferred via international bank draft or international bank transfer	\$50.00
Course re-commencement fee (student has been absent from their course of study for 10 weeks or more and returns to continue their studies in the same course)	\$200.00
English Placement Test	\$15 Per attempt
Overseas Student Health Cover	Stipulated by your health cover provider
ACADEMIC (NON-REFUNDABLE)	
Late Assessment Submission Fee <b>(per week)</b>	\$50.00
Re-assessment or re-submission (2 <sup>nd</sup> submission) Fee <b>(per assessment task)</b>	\$200.00
Unit Resit/Repeat Unit Fee (per unit)	\$500.00
Change of Course request	\$200.00
Recognition of Prior Learning (RPL) Application per unit	\$400.00
Late request of Credit Transfer (if request is received <b>after</b> enrolment)	\$200.00
Replacement or additional copies Certificate of Attainment or an award (e.g., certificate, diploma etc.)	\$50.00
Materials/Resources Fee	Stipulated per course
One-on-one <sup>1</sup> mentoring (per hour)	\$100.00
LLN Skills assistance (per hour)	\$50.00
Academic Support class (per two-hour class)	\$100.00
ADMINISTRATIVE (NON-REFUNDABLE)	
Printing and photocopying (each re-charge)	\$10.00
International postage of Testamurs or Statement of Attainment	\$50.00
Domestic/local postage of Testamurs or Statement of Attainment	\$25.00



Re-issuance of Student ID Card	\$20.00
Re-issuance of Course Completion Letter	\$20.00
Re-issuance of Holiday or Study Leave Letter	\$20.00
Airport Pickup one way (\$50 extra for flight arriving between 11pm - 5am) (optional)	\$300.00 per application
Accommodation Arrangement Services	\$300.00 per application

## NOTES:

- Non-tuition fees and charges are subject to change.
- For all payments to Tr4in Right, please use your Student ID as the banking reference no. then use your SURNAME and student ID as the banking reference no. (eg. JohnTR18 -----).
- The above schedule of fees is also available on the College's website – <http://www.tr4inright.edu.au> or with student admissions team at: [studentsupport@tr4inright.edu.au](mailto:studentsupport@tr4inright.edu.au).
- For information on reassessments, fees, and charges, refer to Tr4in Right's Reassessment Policy.
- Tr4in Right does not charge any fee for Credit Transfers (refer to Tr4in Right's RPL and Credit Transfer Policy).
- The above policy documents, as well as other policies can be viewed on Tr4in Right's website at – <http://www.tr4inright.edu.au> – or by emailing student admissions team at: [admissions@tr4inright.edu.au](mailto:admissions@tr4inright.edu.au)

## Fees and Refund Policy

### Scope

This policy covers the refunds process for all fees payable for training services provided within Tr4in Right's scope of registration, in accordance with ESOS Act and the National Code.

### Purpose

The purpose of this policy is to provide appropriate handling of student's payments and to facilitate refunds in the case of cancellation of enrolment by either party. The refund process will provide students the option to disengage from training in a manner in which a negative impact may be either nullified or reduced, depending upon timeframes of notification.

### Policy Statement

The only refundable fees are the tuition fees. Fee refunds will be based on unexpended (unused) tuition fees.

Where an enrolment change is necessitated by illness or other exceptional and compassionate circumstances beyond the student's control and which prevent the student from completing studies in that study period, any refund of tuition fees is contingent upon approval of the refund by the CEO and/or an authorised personnel. Each application for refund under unusual circumstances will be examined on a case-by-case basis along with supporting documents that has been provided to substantiate the claim.

Compassionate and compelling circumstances apply when:

- Events occur beyond the student's control that may include but not limited to;
  - political, civil, or natural events
  - personal well-being
- Illness or disability prevents a student from taking up the course;
- Did not make full impact on the student until on or after the course commencement date.
- Make it impracticable for the student to complete the requirements of the course.

Tr4in Right does not allow its education agents to collect any tuition fees on its behalf. In exceptional circumstances where payments to an agent are approved and made under specific written instructions of Tr4in Right, Tr4in Right will treat these payments as payments made to Tr4in Right. The refund conditions set out below (refer to Table 1 – Refund Conditions) will apply to all the fees paid directly to Tr4in Right or through an approved agent of Tr4in Right.

Any commission paid to an agent in relation to the student's recruitment shall be deducted from the above refund.

Tr4in Right reserves the right to amend the refund terms and conditions at any time to ensure compliance with applicable State and Federal legislation.

A refund of tuition fees will be considered when a student submits a completed Refund Application form and in line with this policy and procedure. The date the written notice is received by Tr4in Right is the DEFAULT DATE, and is the date used for the calculation of any refund and/or cancellation.

Enrolment or application fee and material fee are not eligible for refund. However, if materials are not yet supplied or provided to student at the time of applying for refund, then the material fee can be refunded.

## Default Date

The date the written notice is received by Tr4in Right is the Default Date, and is the date used for the calculation of any refund and/or cancellation.

## Procedure for Claiming Refunds

All refund claims must be submitted in writing via college's Refund Request Form accompanied by complete and appropriate supporting documents as specified to Tr4in Right reception.

All refund applications must be made and signed in person by the student. Where it is not possible for a student to be present in person (e.g., students residing overseas or international students) to claim a refund, the student must send a scanned copy of their signed forms to the Receivables Officer by email. On receipt of email applications, the Receivables Officer will verify student's signatures on records, the email address used and may also telephone the student to verify student's identity. No refunds will be made on email applications until the time when student's identity has been verified.

All applications for the refund will be authorised by the Chief Executive Officer and/or a designated officer.

When an amount is refunded to an international student, Tr4in Right will provide the student with a statement explaining how the refund amount has been calculated.

A refund of fees in relation to an international student will be made in the same currency (usually in Australian dollars) in which the fees were paid and be made to the party who entered into the written agreement with Tr4in Right unless that person directs Tr4in Right otherwise in writing.

In normal circumstance, Tr4in Right will refund the amount within four (4) weeks after receipt of the completed and signed Refund Request Form together with appropriate and verifiable supporting documents.

Payments will be made to students either by electronic transfer in their nominated bank accounts.

For any refund to be paid to any other person than the students, a written authorisation from the student will be required.

All refund information is provided to students through the enrolment process and is included on the Student Written Agreement which the student acknowledges and agrees to, upon signing the Student Written Agreement.

Refund application WILL NOT be processed, and becomes invalid, if:

- a) the signature on the refund application form does not match the student's signature as shown on other documents provided by the student for admission to Tr4in Right.
- b) required supporting documents are incomplete and cannot be verified (where applicable).
- c) in the event that Tr4in Right and/or ASQA identify that the completed assessment tasks by any/all student(s) who completed their course six (6) months from the date of the findings) as well as currently enrolled students do not meet the requirements of the training package, TR4in Right is not liable to refund any portion of any payments of any kind whatsoever paid by students. Tr4in Right is obliged to organise the students for reassessment/replacement as well as extend the COE (if affected) free of charge.



## Grievances and Appeals

A student may appeal against a decision made with respect to fees, including refunds, and the appeal must be lodged in writing according to the processes for appeals as detailed in the *Student Complaints and Appeals Policy and Procedure*.

Availability of Tr4in Right's complaints and appeals processes does not remove the right of a student or an intending student to take action under Australia's consumer protection laws or to lodge an appeal with a relevant external body or to take other legal action.

## The Tuition Protection Service (TPS)

Tr4in Right, at its own cost, participates in the Tuition Protection Service (TPS) to protect the interest of both Tr4in Right and its students. TPS is an initiative of the Australian Government to assist both, international students (as well domestic students studying accessing VET student loans, currently not applicable at Tr4in Right), whose education providers are unable to fully deliver their course of study. The TPS ensures that students are able to either:

- complete their studies in another course or with another education provider, or
- receive a refund of their unspent tuition fees.

In the unlikely event the education provider is unable to deliver a course that the student has paid for and does not meet their obligations to either offer an alternative course that the student accepts or pays the student a refund of the unspent prepaid tuition fees (this is called a provider's 'default obligations'), the TPS will assist the student in finding an alternative course or to get a refund if a suitable alternative is not found.

The Tuition Protection Service (TPS) aims to protect the considerable investment international students make in Australian education, and to protect and enhance Australia's global reputation.

**Table 1 – Refund Conditions**

Situation	Eligibility for Refund	Document / Evidence
Enrolment Fee	Non-refundable	n/a
Materials Fee	Non-refundable (if materials have been supplied/provided to student); students will keep the materials and/or access codes as their own property.	n/a
Tr4in Right is unable to provide the course after course start date (for which the original offer was made) (Provider default)	<ul style="list-style-type: none"> <li>• Return of unused tuition fees.</li> <li>• Pre-paid fees may be transferred to an alternative enrolment where the student agrees.</li> </ul>	<ul style="list-style-type: none"> <li>• Refund Application form</li> <li>• Notice received from Tr4in Right</li> </ul>
Tr4in Right is unable to provide the course fully due to a sanction imposed by the government regulator	Return of unused tuition fees	<ul style="list-style-type: none"> <li>• Refund Application form</li> <li>• Notice received from Tr4in Right</li> </ul>
Withdrawn by Tr4in Right (before the agreed start date)	Full refund including enrolment fees	<ul style="list-style-type: none"> <li>• Refund application form</li> <li>• Notice received from Tr4in Right</li> </ul>

Compassionate and compelling circumstances	Return of unused tuition fees	<ul style="list-style-type: none"> <li>Refund Application form</li> <li>Supporting evidence (subject to verification of evidence)</li> </ul>
Visa application/extension/ renewal refused <b>prior to commencement</b>	Full refund less 5% of the total course fees received or \$500, whichever is the lesser amount (not including enrolment fee). The amount of refund will be calculated as per the refund amount calculator*	<ul style="list-style-type: none"> <li>Refund Application form</li> <li>Proof of visa refusal</li> </ul>
Visa application is refused, or visa is cancelled due to acts or omissions of the student <b>after course commencement</b>	Refund of unused tuition fees; the amount of refund will be calculated as per the refund amount calculator*	<ul style="list-style-type: none"> <li>Refund Application form</li> <li>Proof of visa refusal</li> </ul>
Student withdraws from the course after commencement (non- visa refusal)	No refund	<ul style="list-style-type: none"> <li>Refund Application form</li> </ul>
Course withdrawal by student more than four (4) weeks prior to COE start date	80% of the tuition fees to be refunded	<ul style="list-style-type: none"> <li>Refund Application form</li> </ul>
Course withdrawal by student less than four (4) weeks prior to COE start date	No refund	<ul style="list-style-type: none"> <li>Refund Application form</li> </ul>
Student transfer to another provider	No refund	<ul style="list-style-type: none"> <li>Refund Application form</li> </ul>
Tr4in Right cancels or suspends student's enrolment due to the student's breach of: student visa conditions student Code of Conduct or misbehavior	No refund (during the current academic term of which tuition fees were paid by the student)	<ul style="list-style-type: none"> <li>n/a</li> </ul>
Leave of absence, deferral, suspension of studies	No refund (no refund during the period of absence, deferment, or suspension)	<ul style="list-style-type: none"> <li>Refund Application form</li> </ul>
Enrolment has been suspended or cancelled by Tr4in Right due to student's Misbehaviour, non-payment of fees and other reasons	No refund	
Student supplies incorrect or fraudulent information/document to be enrolled at Tr4in Right	No refund	<ul style="list-style-type: none"> <li>Refund Application form</li> </ul>
Student fails to commence a course	No refund	
Student visa has been cancelled by the DHA during an enrolment period for any reason (other than issuance of a Protection Visa)	No refund	<ul style="list-style-type: none"> <li>Refund Application form</li> </ul>
Abandonment of studies without notice	No refund and the balance of all outstanding fees for the course to be invoiced to the student	<ul style="list-style-type: none"> <li>n/a</li> </ul>
Recognition of Prior Learning (RPL) fees	No refund if Statement of Attainment is provided	<ul style="list-style-type: none"> <li>Refund Application form</li> </ul>
Re-issue of Testamurs/Statement of Attainment fee	No refund	<ul style="list-style-type: none"> <li>Refund Application form</li> </ul>

Reassessment Fee	Full refund if student withdraws two (2) weeks prior to unit commencement; if not, no refund	<ul style="list-style-type: none"> <li>Refund Application form</li> </ul>
Repeat Unit or re-enrolment of unit fee	No refund (if student withdraws 2 weeks prior to unit commencement)	<ul style="list-style-type: none"> <li>Refund Application form</li> </ul>
Catch-up session fees	No refund (if student withdraws 2 weeks prior to catch up sessions)	<ul style="list-style-type: none"> <li>Refund Application form</li> </ul>
Recognition of Prior Learning (RPL) application fee	No refund (if RPL is withdrawn 2 weeks prior to RPL process commencement)	<ul style="list-style-type: none"> <li>Refund Application form</li> </ul>



## Credit Reporting Policy

### About our Credit Reporting Policy

Tr4in Right (“we”, “us” or “our”) recognises the importance of privacy and is committed to protecting the privacy of individuals when handling their credit information and credit eligibility information. We handle credit information and credit eligibility information about individuals for purposes relating to our functions and activities involving the education of our students.

Our Credit Reporting Policy outlines how we manage credit information and credit eligibility information about individuals for purposes relating to our functions and activities in an open and transparent manner in accordance with Part IIIA (Credit Reporting) of the Commonwealth Privacy Act 1988.

By providing us with your credit information you consent to us managing it in accordance with our Credit Reporting Policy. If you provide us with any credit information about another individual, then we rely upon you to inform that individual of the details contained in our Credit Reporting Policy.

### Why we collect, hold, use, and disclose credit information and credit eligibility information

We collect, hold, use, and disclose credit information and credit eligibility information for purposes relating to our functions and activities. For example, we may collect, hold, use, or disclose your credit information or credit eligibility information for one or more of the following purposes:

- Assessing your eligibility to be provided with our services
- Assessing an application by you for credit in connection with the provision of our products or services
- Assisting you to avoid defaulting on your payment obligations
- Identifying whether you are overdue in making a payment
- Collecting any overdue payments from you
- Managing credit that we provide to you
- Assigning our debts
- Carrying out our business functions and activities
- Participating in the credit reporting system
- Complying with our legal or regulatory obligations

### What kinds of credit information and credit eligibility information we collect

The kinds of credit information and credit eligibility information about you that we may collect, and hold include:

- Identification information including your full name, alias or previous name, date of birth, sex, current (or last known) address and 1 previous address, current (or last known) employer or driver’s license number
- Repayment history information including whether you have met an obligation to make a monthly payment, monthly payment due date and, if payment is made after the due date, the date on which payment is made
- A statement that we have requested information about you from a credit reporting body in connection with an application by you for consumer credit or commercial credit
- Default information about a payment of \$150 or more that you are at least 60 days overdue in making in respect of consumer credit where we have given you written notice requesting payment of the amount of the overdue payment
- Payment information being a statement that you have paid an overdue amount in respect of which we have disclosed default information to a credit reporting body
- New arrangement information being a statement that we have varied the terms and conditions of consumer credit originally provided you, or provided you with new consumer credit to replace consumer credit originally provided to you, in respect of which we have disclosed default information to a credit reporting body
- Court proceedings information about a judgement of an Australian court against you in proceedings (other

- than criminal proceedings) relating to any credit that was provided to, or applied for by, you
- Personal insolvency information about you which is recorded in the National Personal Insolvency Index and relates to your bankruptcy, debt agreement proposal, debt agreement, personal insolvency agreement or property which is subject to a direction, order or authority given or made under the Commonwealth Bankruptcy Act 1966
- Publicly available information relating to your activities in Australia and your credit worthiness
- Serious credit infringement information being our opinion that you have committed a serious credit infringement in relation to consumer credit that we have provided to you

### What kinds of information we usually derive from credit reporting information

The kinds of information that we usually derive from credit reporting information disclosed to us by a credit reporting body include credit ratings and risk scores.

### How we collect credit information

We usually collect credit information directly from you in person or when you communicate with us by telephone, email, standard form, letter, facsimile, or other means. For example, we may collect your credit information directly from you when:

- You request us to provide you with our services
- You make a consumer credit or commercial credit application in connection with the provision of our services

We may also collect your credit information from a third party or publicly available source for the purpose of conducting our business functions and activities. For example, we may collect your credit information from:

- Your authorised representatives in connection with providing you with our products or services
- Our service providers that assist us to conduct our business functions and activities including billing and debt recovery providers
- Government departments and agencies in connection with conducting our business, functions, and activities

### How we disclose credit information and credit eligibility information

We disclose credit information and credit eligibility information to third parties for the purpose of conducting our business functions and activities. For example, we may disclose your credit information or credit eligibility information to:

- Your authorised representatives in connection with providing you with our products or services
- Our service providers that assist us to conduct our [business] functions and activities including credit reporting bodies, and billing and debt recovery providers
- Our professional advisers including accountants, auditors, and lawyers
- Our related companies, agents, partners, affiliates, and other trusted entities that assist us to conduct our [business] functions and activities
- Government departments and agencies about conducting our business functions and activities

We will not disclose your credit information or credit eligibility information to any third parties for any other purpose without your consent except where required or authorised by law.

### How we hold and protect credit information and credit eligibility information

We hold credit information and credit eligibility information that we collect in both physical and electronic storage

facilities including paper-based files, computer servers, desktop and laptop computers, tablets, and other portable data storage devices.

We protect credit information and credit eligibility information which we hold from misuse, interference, and loss, and from unauthorised access, modification or disclosure using both physical and electronic security measures which include secure premises, physical access restrictions, locked cabinets, secure databases, password access, anti-virus software, data encryption and firewalls.

### How to access your credit eligibility information

You may request access to any of your credit eligibility information which we hold. We will respond within a reasonable time to a request by you for access to your credit eligibility information. If we decide not to give you access to your credit eligibility information, then we will give you written reasons for our decision.

If you wish to access any of your credit eligibility information which we hold, please contact our Privacy Officer using the contact details below. You will be required to verify your identity before you will be permitted to access any of your credit eligibility information which we hold. We may charge a fee for giving you access to your credit eligibility information.

### How to correct your credit information and credit eligibility information

You may request correction of any of your credit information or credit eligibility information which we hold. You should promptly notify us if you become aware that any of your credit information or credit eligibility information which we hold is inaccurate or out-of-date. [Review Within 30 days (unless a longer period is agreed) of receiving a request from you to correct any of your credit information or credit eligibility information we will take reasonable steps to correct the information where we are satisfied that the information is inaccurate, out-of-date, incomplete, irrelevant, or misleading.

If we correct any of your credit information or credit eligibility information in response to a request by you for the correction of the information, then we will give you written notice of the correction. If we decide not to correct any of your credit information or credit eligibility information in response to a request by you for the correction of the information, then we will give you written reasons for our decision within a reasonable time.

If you wish to correct or update any of your credit information or credit eligibility information which we hold, please contact our Privacy Officer using the contact details below. You will be required to verify your identity before you will be permitted to access, correct, or update any of your credit information or credit eligibility information which we hold.

### How to make an enquiry or complaint

If you have an enquiry or complaint about our handling of your credit information or credit eligibility information, please contact our Privacy Officer using the contact details below. A complaint about our handling of your credit information or credit eligibility information should first be made in writing to our Privacy Officer setting out details of your complaint. Our Privacy Officer is responsible for dealing with all enquiries and complaints about our handling of credit information or credit eligibility information and will respond on our behalf within 30 days (unless a longer period is agreed) after receiving an enquiry or complaint.

If you are not satisfied with our response to your complaint, then you may take your complaint to the Office of the Australian Information Commissioner which may be contacted using the following contact details:

Office of the Australian Information Commissioner



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Phone: 1300 363 992  
Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)  
Address: GPO Box 5218, Sydney, NSW 2001

### How we update our Credit Reporting Policy

We may update our Credit Reporting Policy from time to time to take into account changes to our credit-related personal information handling practices by publishing an updated version of our Credit Reporting Policy on our website at [www.tr4inright.edu.au](http://www.tr4inright.edu.au). You are responsible for regularly reviewing the most recent version of our Credit Reporting Policy available on our website.

How to contact us: You may contact our Student Support Team or Admission-Accounts team



## Privacy Policy

### Purpose

Tr4in Right is committed to maintain the privacy and confidentiality of its personnel and participant records. Tr4in Right complies with the Privacy Act 1988 including the 13 Australian Privacy Principles (APPs) as outlined in the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

As a component of our risk management practices, Tr4in Right has conducted a Privacy Impact Assessment for all operations. Mitigation actions from this risk assessment have been implemented for the management of privacy risks at each stage of the information lifecycle, including collection, use, disclosure, storage, destruction, and de-identification.

Providing an overall framework for our privacy practices, Tr4in Right has developed, and implemented this APP Privacy Policy.

Tr4in Right manages personal information in an open and transparent way. This is evident in the implementation of practices, procedures and system we outline in this policy, which ensure our compliance with the APPs and any binding registered APP code and provide suitable procedures for Tr4in Right personnel to be able to deal with related inquiries and complaints that may be received from time to time.

The following sections of this policy outline how we manage personal information.

### Scope

This policy and procedure apply to all students who are enrolled at Tr4in Right. It also applies to training and administration staffs who are involved in its effective implementation.

### Definitions

Personal information	<p>Personal information is defined under the Privacy Act as information or an opinion about an identified individual, or an individual who is reasonably identifiable:</p> <ul style="list-style-type: none"><li>a. whether the information or opinion is true or not, and</li><li>b. whether the information or opinion is recorded in a material form or not.</li></ul> <p>Some examples of personal information include names, addresses, phone numbers and email addresses.</p> <p>The definition of personal information only relates to 'natural' persons. It does not extend to other 'legal' persons, such as companies.</p>
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Sensitive information	<p>Under the Privacy Act, sensitive information is defined as:</p> <ol style="list-style-type: none"><li>Information or an opinion about an individual's:<ol style="list-style-type: none"><li>Racial or ethnic origin</li><li>Political opinions</li><li>Membership of a political association</li><li>Religious beliefs or affiliations</li><li>Philosophical beliefs</li><li>Membership of a professional or trade association</li><li>Membership of a trade union</li><li>Sexual orientation or practices, or</li><li>Criminal record</li></ol></li></ol> <p>that is also personal information; or</p> <ol style="list-style-type: none"><li>Health information about an individual</li><li>Genetic information about an individual that is not otherwise health information</li><li>Biometric information that is to be used for automated biometric verification or biometric identification, or</li><li>Biometric templates.</li></ol>
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## Policy

### Australian Privacy Principle 1 – Open and transparent management of personal information

Purposes for information collection, retention, use and disclosure

Tr4in Right retains a record of personal information about all individuals with whom we undertake any form of business activity. Tr4in Right must collect, hold, use, and disclose information from our clients and stakeholders for a range of purposes, including but not limited to:

- Providing services to clients;
- Day-to-day administration of Tr4in Right
- Looking after student's educational, social, cultural, and medical wellbeing
- Satisfying Tr4in Right's legal obligations and allow College to discharge its duty of care
- Managing employee and contractor teams;
- Promoting products and services;
- Conducting internal business functions and activities; and
- Requirements of stakeholders.

As a registered training organisation, regulated by the Australian Skills Quality Authority, Tr4in Right is required to collect, hold, use, and disclose a wide range of personal and sensitive information on participants in nationally recognised training programs. This information requirement is outlined in the National Vocational Education and Training Regulator Act 2011 and associated legislative instruments. In particular, the legislative instruments:

- Standards for NVR Registered Training Organisations 2012; and
- Data Provision Requirements 2012.
- Education Services for Overseas Students Act 2000 (ESOS) as amended

It is noted that Tr4in Right is also bound by various State Government Acts requiring similar information collection, use and disclosure (particularly Education Act(s), Vocational Education & Training Act(s), and Traineeship & Apprenticeships Act(s) relevant to state jurisdictions of Tr4in Right operations).



It is further noted that, aligned with these legislative requirements, Tr4in Right may deliver services through a range of Commonwealth and State Government funding contract agreement arrangements, which also include various information collection and disclosure requirements.

Individuals are advised that due to these legal requirements, Tr4in Right discloses information held on individuals for valid purposes to a range of entities including:

- Governments (Commonwealth, State or Local);
- Australian Apprenticeships Centers;
- Employers (and their representatives), Job Network Providers, Schools, Guardians; and
- Service providers such as credit agencies and background check providers.

### Kinds of personal information collected and held

The following types of personal information are generally collected, depending on the need for service delivery:

- Contact details;
- Employment details;
- Educational background;
- Demographic Information;
- Course progress and achievement information; and
- Financial billing information.

The following types of sensitive information may also be collected and held:

- Identity details;
- Employee details & HR information;
- Complaint or issue(dispute) information;
- Medical certificates
- Course progress and intervention records
- Disability status & other individual needs;
- Indigenous status; and
- Background checks (such as National Criminal Checks or Working with Children checks)

### How personal information is collected

Tr4in Right's usual approach to collect personal information is to gather any required information directly from the individuals concerned. This may include the use of forms (such as registration forms, enrolment forms or service delivery records), the use of web-based systems (such as online enquiry forms, web portals or internal operating systems), face –to face meetings and interviews, emails, and telephone calls.

Tr4in Right does receive solicited and unsolicited information from third party sources in undertaking service delivery activities. This may include information from such as:

- Parents or guardians
- Governments (Commonwealth, State or Local);
- Australian Apprenticeships Centers;
- Employers (and their representatives), Job Network Providers, Schools, Guardians; and
- Service providers such as credit agencies and background check providers.

### How personal information is held

Tr4in Right's usual approach to holding personal information includes robust storage and security measures at all times. Information on collection is:

- As soon as practicable converted to electronic means;
- Stored in secure, password protected systems, such as financial system, learning management system and

student management system; and

- Monitored for appropriate authorised use at all times.

Only authorised personnel are provided with login information to each system, with system access limited to only those relevant to their specific role. Tr4in Right systems are hosted internally with robust internal security to physical server locations and server systems access. Virus protection, backup procedures and ongoing access monitoring procedures are in place.

Destruction of paper-based records occurs as soon as practicable in every matter, through the use of secure shredding and destruction services at Tr4in Right sites.

Individual information held across systems is linked through Tr4in Right allocated identification number for each individual.

### Retention and Destruction of Information

Tr4in Right maintains a Retention and Disposal Schedule documenting the periods for which personal information records are kept.

Specifically for our RTO records, in the event of our organisation ceasing to operate the required personal information on record for individuals undertaking nationally recognised training with us would be transferred to the Australian Skills Quality Authority, as required by law.

### Accessing and seeking correction of personal information

Tr4in Right confirms all individuals have a right to request access to their personal information held and to request its correction at any time. To request access to personal records, individuals are contact their academic officer to initiate the process.

A number of third parties, other than the individual, may request access to an individual's personal information. Such third parties may include employers, parents or guardians, schools, Australian Apprenticeships Centers, Governments (Commonwealth, State or Local) and various other stakeholders.

In all cases where access is requested, Tr4in Right will ensure that:

- Parties requesting access to personal information are robustly identified and vetted;
- Where legally possible, the individual to whom the information relates will be contacted to confirm consent (if consent not previously provided for the matter); and
- Only appropriately authorised parties, for valid purposes, will be provided access to the information.

### Complaints about a breach of the APPs or a binding registered APP code

If an individual feels that TR4IN RIGHT may have breached one of the APPs or a binding registered APP Privacy Complaints Procedure below for further information.

### Likely overseas disclosures

Tr4in Right confirms that individuals' personal information is likely to be disclosed to overseas recipients, for internal business activity purposes. Likely overseas recipients include:

- Tr4in Right Registered education agents

- Tr4in Right debt collection agencies
- 'CLOUD' service provider
- An organisation for exchange programs

Any type of personal information held by Tr4in Right (as listed above) may be included in these disclosures.

### Making our APP Privacy Policy available

Tr4in Right provides our APP Privacy Policy available free of charge, with all information being publicly available from the Privacy link on our website at [www.tr4inright.edu.au](http://www.tr4inright.edu.au). In addition, this APP Privacy Policy is:

- Prominently displayed at Tr4in Right premises;
- Noted within the text or instructions at all information collection points (such as informing individuals during a telephone call of how the policy may be accessed, in cases where information collection is occurring); and
- Available for distribution free of charge on request, as soon as possible after the request is received, including in any format requested by the individual as is reasonably practical.

If, in the unlikely event the APP Privacy Policy is not able to be provided in a particular format requested by an individual, we will explain the circumstances around this issue with the requester and seek to ensure that another appropriate method is provided.

### Review and Update of this APP Privacy Policy

Tr4in Right reviews this APP Privacy Policy:

- On an ongoing basis, as suggestions or issues are raised and addressed, or as government required changes are identified;
- Through our internal audit processes on at least an annual basis.
- As a part of any external audit of our operations that may be conducted by various government agencies as a part of our registration as an RTO or in normal business activities; and
- As a component of every complaint investigation process where the complaint is related to a privacy matter.

Where this policy is updated, changes to the policy are widely communicated to stakeholders through internal personnel communications, meetings, training, and documentation, and externally through publishing of the policy on the Tr4in Right website and other relevant documentation (such as our Handbook) for clients.

### Australian Privacy Principle 2 – Anonymity and pseudonymity

TR4IN RIGHT provides individuals with the option of not identifying themselves, or of using a pseudonym, when dealing with us in relation to a particular matter, whenever practical. This includes providing options for anonymous dealings in cases of general course enquiries or other situations in which an individual's information is not required to complete a request.

Individuals may deal with us by using a name, term or descriptor that is different to the individual's actual name wherever possible. This includes using generic email addresses that does not contain an individual's actual name or generic usernames when individuals may access a public component of our website or enquiry forms.

Tr4in Right only stores and links pseudonyms to individual personal information in cases where this is required for service delivery (such as system login information) or once the individual's consent has been received.

Individuals are advised of their opportunity to deal anonymously or by pseudonym with us where these options are possible.



## Requiring identification

Tr4in Right must require and confirm identification however in service delivery to individuals for nationally recognised course programs. We are authorised by Australian law to deal only with individuals who have appropriately identified themselves. That is, it is a Condition of Registration for all RTOs under the National Vocational Education and Training Regulator Act 2011 that we identify individuals and their specific individual needs on commencement of service delivery and collect and disclose Australian Vocational Education and Training Management of Information Statistical Standard (AVETMISS) data on all individuals enrolled in nationally recognised training programs. Other legal requirements, as noted earlier in this policy, also require considerable identification arrangements.

There are also other occasions within our service delivery where an individual may not have the option of dealing anonymously or by pseudonym, as identification is practically required for us to effectively support an individual's request or need.

## Australian Privacy Principle 3 — Collection of solicited personal information

Tr4in Right only collects personal information that is reasonably necessary for our business activities. We only collect sensitive information in cases where the individual consents to the sensitive information being collected, except in cases where we are required to collect this information by law, such as outlined earlier in this policy.

All information we collect is collected only by lawful and fair means.

We only collect solicited information directly from the individual concerned unless it is unreasonable or impracticable for the personal information to only be collected in this manner.

## Australian Privacy Principle 4 – Dealing with unsolicited personal information

Tr4in Right may from time to time receive unsolicited personal information. Where this occurs, we promptly review the information to decide whether or not we could have collected the information for the purpose of our business activities. Where this is the case, we may hold, use, and disclose the information appropriately as per the practices outlined in this policy.

Where we could not have collected this information (by law or for a valid business purpose) we immediately destroy or de-identify the information (unless it would be unlawful to do so).

## Australian Privacy Principle 5 – Notification of the collection of personal information

Whenever Tr4in Right collects personal information about an individual, we take reasonable steps to notify the individual of the details of the information collection or otherwise ensure the individual is aware of those matters. This notification occurs at or before the time of collection, or as soon as practicable afterwards. Our notifications to individuals on data collection include:

- Tr4in Right identity and contact details, including the position title, telephone number and email address of a contact who handles enquiries and requests relating to privacy matters;
- The facts and circumstances of collection such as the date, time, place, and method of collection, and whether the information was collected from a third party, including the name of that party;
- If the collection is required or authorised by law, including the name of the Australian law or other legal

agreement requiring the collection;

- The purpose of collection, including any primary and secondary purposes;
- The consequences for the individual if all or some personal information is not collected;
- Other organisations or persons to which the information is usually disclosed, including naming those parties;
- Whether we are likely to disclose the personal information to overseas recipients, and if so, the names of the recipients and the countries in which such recipients are located.
- A link to this APP Privacy Policy on our website or explain how it may be accessed; and
- Advice that this APP Privacy Policy contains information about how the individual may access and seek correction of the personal information held by us; and how to complain about a breach of the APPs, or any registered APP code, and how we will deal with such a complaint.

Where possible, we ensure that the individual confirms their understanding of these details, such as through signed declarations, website form acceptance of details or in person through questioning.

### Collection from third parties

Where Tr4in Right collects personal information from another organisation, we:

1. Confirm whether the other organisation has provided the relevant notice above to the individual; or
2. Whether the individual was otherwise aware of these details at the time of collection; and
3. If this has not occurred, we will undertake this notice to ensure the individual is fully informed of the information collection.

### Australian Privacy Principle 6 – Use or disclosure of personal information

Tr4in Right only uses or discloses personal information it holds about an individual for the primary purposes for which the information was collected, or secondary purposes in cases where:

- An individual consented to a secondary use or disclosure;
- An individual would reasonably expect the secondary use or disclosure, and that is directly related to the primary purpose of collection; or
- Using or disclosing the information is required or authorised by law.

#### Requirement to make a written note of use or disclosure for this secondary purpose

If Tr4in Right uses or discloses personal information in accordance with an 'enforcement related activity' we will make a written note of the use or disclosure, including the following details:

- The date of the use or disclosure;
- Details of the personal information that was used or disclosed;
- The enforcement body conducting the enforcement related activity;
- If the organisation used the information, how the information was used by the organisation;
- The basis for our reasonable belief that we were required to disclose the information.

### Australian Privacy Principle 7 – Direct marketing

Tr4in Right does not use or disclose the personal information that it holds about an individual for the purpose of direct marketing, unless:

- The personal information has been collected directly from an individual, and the individual would reasonably expect their personal information to be used for the purpose of direct marketing; or
- The personal information has been collected from a third party, or from the individual directly, but the individual does not have a reasonable expectation that their personal information will be used for the

- purpose of direct marketing; and
- We provide a simple method for the individual to request not to receive direct marketing communications (also known as 'opting out').

On each of our direct marketing communications, Tr4in Right provides a prominent statement that the individual may request to opt out of future communications, and how to do so.

An individual may also request us at any stage not to use or disclose their personal information for the purpose of direct marketing, or to facilitate direct marketing by other organisations. We comply with any request by an individual promptly and undertake any required actions for free.

We also, on request, notify an individual of our source of their personal information used or disclosed for the purpose of direct marketing unless it is unreasonable or impracticable to do so.

## **Australian Privacy Principle 8 – Cross-border disclosure of personal information**

Before Tr4in Right discloses personal information about an individual to any overseas recipient, we undertake reasonable steps to ensure that the recipient does not breach any privacy matters in relation to that information.

## **Australian Privacy Principle 9 – Adoption, use or disclosure of government related identifiers**

Tr4in Right does not adopt, use, or disclose a government related identifier related to an individual except:

- In situations required by Australian law or other legal requirements;
- Where reasonably necessary to verify the identity of the individual;
- Where reasonably necessary to fulfil obligations to an agency or a State or Territory authority; or
- As prescribed by regulations.

## **Australian Privacy Principle 10 – Quality of personal information**

Tr4in Right takes reasonable steps to ensure that the personal information it collects is accurate, up-to-date, and complete. We also take reasonable steps to ensure that the personal information we use or disclose is, having regard to the purpose of the use or disclosure, accurate, up-to-date, complete, and relevant. This is particularly important where:

- When we initially collect the personal information; and
- When we use or disclose personal information.

We take steps to ensure personal information is factually correct. In cases of an opinion, we ensure information takes into account competing facts and views and makes an informed assessment, providing it is clear this is an opinion. Information is confirmed up-to-date at the point in time to which the personal information relates. Quality measures in place supporting these requirements include:

- Internal practices, procedures, and systems to audit, monitor, identify and correct inferior quality personal information (including training staff in these practices, procedures and systems);
- Protocols that ensure personal information is collected and recorded in a consistent format, from a primary information source when possible;
- Ensuring updated or new personal information is promptly added to relevant existing records;
- Providing individuals with a simple means to review and update their information on an on-going basis through our online portal;
- Reminding individuals to update their personal information at critical service delivery points when we engage with the individual;
- Contacting individuals to verify the quality of personal information where appropriate when it is about to be used or disclosed, particularly if there has been a lengthy period since collection; and
- Checking that a third party, from whom personal information is collected, has implemented appropriate data



quality practices, procedures, and systems.

## Australian Privacy Principle 11 — Security of personal information

Tr4in Right takes active measures to consider whether we are able to retain personal information we hold, and also to ensure the security of personal information we hold. This includes reasonable steps to protect the information from misuse, interference, and loss, as well as unauthorised access, modification, or disclosure.

We destroy or de-identify personal information held once the information is no longer needed for any purpose for which the information may be legally used or disclosed.

Access to Tr4in Right offices and work areas is limited to our personnel only - visitors to our premises must be authorised by relevant personnel and are accompanied at all times. With regard to any information in a paper-based form, we maintain storage of records in an appropriately secure place to which only authorised individuals have access.

Regular staff training, and information bulletins are conducted with Tr4in Right personnel on privacy issues, and how the APPs apply to our practices, procedures, and systems. Training is also included in our personnel induction practices.

We conduct ongoing internal audits (at least annually and as needed) of the adequacy and currency of security and access practices, procedures and systems implemented.

## Australian Privacy Principle 12 — Access to personal information

Where Tr4in Right holds personal information about an individual, we provide that individual access to the information on their request. In processing requests, we:

- Ensure through confirmation of identity that the request is made by the individual concerned, or by another person who is authorised to make a request on their behalf;
- Respond to a request for access:
  - ✦ Within 10 working days, when notifying our refusal to give access, including providing reasons for refusal in writing, and the complaint mechanisms available to the individual; or
  - ✦ Within 20 working days, by giving access to the personal information that is requested in the manner in which it was requested.
- Provide information access free of charge.

## Australian Privacy Principle 13 – Correction of personal information

Tr4in Right takes reasonable steps to correct personal information we hold, to ensure it is accurate, up-to-date, complete, relevant, and not misleading, having regard to the purpose for which it is held.

### Individual Requests

On an individual's request, we:

- Correct personal information held; and
- Notify any third parties of corrections made to personal information if this information was previously provided to these parties.

In cases where we refuse to update personal information, we:

- Give a written notice to the individual, including the reasons for the refusal and the complaint mechanisms available to the individual;
- Upon request by the individual whose correction request has been refused, take reasonable steps to associate

a statement with the personal information that the individual believes it to be inaccurate, out-of-date, incomplete, irrelevant, or misleading; • Respond within 10 working days to these requests; and

- Complete all actions free of charge.

### Correcting at Tr4in Right initiative

We take reasonable steps to correct personal information we hold in cases where we are satisfied that the personal information held is inaccurate, out-of-date, incomplete, irrelevant, or misleading (that is, the information is faulty). This awareness may occur through collection of updated information, in notification from third parties or through other means.

### Request for Records Access' Procedure

Individuals or third parties may at any stage request access to records held by Tr4in Right relating to their personal information. The following procedure is followed on each individual request for access:

1. A request for access is provided by the requester, with suitable information provided to be able to:
  - a. Identify the individual concerned;
  - b. Confirm their identity; and
  - c. Identify the specific information that they are requesting access to.
  - d. This request may be in any form, or preferably using Tr4in Right Records Access or Update Request Form.
2. Upon receiving a request for access, Tr4in Right then:
  - a. Confirms the identity of the individual or party requesting access;
  - b. Confirms that this individual or party is appropriately authorised to receive the information requested;
  - c. Searches the records that we possess or control to assess whether the requested personal information is contained in those records; and
  - d. Collates any personal information found ready for access to be provided.

### Confirming identity

- Tr4in Right personnel must be satisfied that a request for personal information is made by the individual concerned, or by another person who is authorised to make a request on their behalf. The minimum amount of personal information needed to establish an individual's identity is sought, which is generally an individual's name, date of birth, last known address and signature.
- When meeting the requesting party in person, identification may be sighted.
- If confirming details over a telephone conversation, questions regarding the individual's name, date of birth, last known address or service details may be confirmed before information is provided.
- Once identity and access authorisation are confirmed, and personal information is collated, access is provided to the requester within 20 working days of receipt of the original request. We will provide access to personal information in the specific manner or format requested by the individual, wherever it is reasonable and practicable to do so, free of charge.
- Where the requested format is not practical, we consult with the requester to ensure a format is if meets the requester's needs.
- If the identity or authorisation access cannot be confirmed, or there is another valid reason why Tr4in Right is unable to provide the personal information, refusal to provide access to records will be provided to the requester, in writing. Our notification will include reason(s) for the refusal, and the complaint mechanisms available to the individual. Such notifications are provided to the requester within 20 working days of receipt of the original request.

## Request for Records Update' Procedure

Individuals or third parties may at any stage request that their records held by Tr4in Right relating to their personal information be updated. The following procedure is followed on each individual request for records updates:

1. A request for records update is provided by the requester, with suitable information provided to be able to:
  - a. Identify the individual concerned;
  - b. Confirm their identity; and
  - c. Identify the specific information that they are requesting be updated on their records.

This request may be in any form, or preferably using Tr4in Right Records Access or Update Request Form.

2. Upon receiving a request for records update, Tr4in Right then:
  - a. Confirms the identity of the individual or party to whom the record relates;
  - b. Searches the records that we possess or control to assess whether the requested personal information is contained in those records; and
  - c. Assesses the information already on record, and the requested update, to determine whether the requested update should proceed.

## Assessing Update of Information

- Tr4in Right personnel assess the relevant personal information we hold, and the requested updated information, to determine which version of the information is considered accurate, up-to-date, complete, relevant, and not misleading, having regard to the purpose for which it is held.
- This may include checking information against other records held by us, or within government databases, to complete an assessment of the correct version of the information to be used.
- Once identity and information assessment are confirmed, personal information is:
  - Updated, free of charge, within 10 working days of receipt of the original request; and
  - Notified to any third parties of corrections made to personal information if this information was previously provided to these parties.
- If the identity of the individual cannot be confirmed, or there is another valid reason why Tr4in Right is unable to update the personal information, refusal to update records will be provided to the requester in writing, free of charge, within 10 working days.
- Our notification will include the reasons for the refusal and the complaint mechanisms available to the individual.
- Upon request by the individual whose correction request has been refused, we will also take reasonable steps to associate a
- 'statement' with the personal information that the individual believes it to be inaccurate, out-of-date, incomplete, irrelevant, or misleading. This statement will be applied, free of charge, to all personal information relevant across Tr4in Right systems within 20 working days of receipt of the statement request.

## Privacy Complaints Procedure

If an individual feel that Tr4in Right has breached its obligations in the handling, use or disclosure of their personal information, they may raise a complaint. We encourage individuals to discuss the situation with their Tr4in Right representative in the first instance, before making a complaint.

The complaints managing process is as follows:

1. The individual should make the complaint including as much detail about the issue as possible, in writing to Tr4in Right:

Tr4in Right Privacy Officer



Email: [admin@tr4intight.edu.au](mailto:admin@tr4intight.edu.au)

2. TR4IN RIGHT will investigate the circumstances included in the complaint and respond to the individual as soon as possible (and within 20 working days) regarding its findings and actions following this investigation.
3. Should after considering this response, if the individual is still not satisfied, they make escalate their complaint directly to the Information Commissioner for investigation:

Office of the Australian Information Commissioner

[www.oaic.gov.au](http://www.oaic.gov.au)

Phone: 1300 363 992

When investigating a complaint, the OAIC will initially attempt to conciliate the complaint, before considering the exercise of other complaint resolution powers.

4. Alternatively, if the complaint relates to a non-privacy matter, or should individuals choose to do so, a complaint may also be lodged with the ASQA complaints handling service for complaints against RTOs:

Australian Skills Quality Authority

[www.asqa.gov.au](http://www.asqa.gov.au)

Phone: 1300 701 801

## Section 8 – Document Version

Information is subject to change at any time within Tr4in Right. Current information can be obtained from the web links on the Tr4in Right website. The information provided in this document about external organisations and government authorities serves forms part of general information. Students must consult with the respective/relevant websites or contact them for current information.

**Pan Bird Pty Ltd t/a Tr4in Right**

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