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INTERNATIONAL

STUDENT HANDBOOK

2025-2026

We acknowledge the Traditional Custodians of the land on which this Lead College stands. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples. We recognise their continuing connection to land, waters, and culture, and honour their deep contributions to education and community.

1300 887 361

info@leadcollege.edu.au

www.leadcollege.edu.au

LEAD COLLEGE

RTO No. 41489 | CRICOS Code: 03636F

TABLE OF CONTENTS

1.Welcome to Lead College	01
2. Starting in Australia	11
3. Getting started	20
4. Starting Your Journey at Lead College	24
5. Health and Wellbeing at Lead College	28
6. General Safety and Wellbeing at Lead College	33
7. Policy and Procedure	37
8. Certification, Records and Course Completion	52

WELCOME TO LEAD COLLEGE

Thank you for choosing Lead College as your training provider. We're excited to support you on your learning journey and proud to be part of your personal and professional growth.
This Student Handbook is designed to help you understand your rights and responsibilities as a student, and to guide you through your course from enrolment to completion.
Whether you're starting a new career, building on existing skills, or returning to study after a break, our team is here to support you every step of the way.

Inside this handbook, you'll find important information about:

- What you can expect from Lead College
- Your responsibilities as a student
- The support services available to help you succeed
- Key policies, procedures, and contact details

We encourage you to read this handbook carefully and keep it handy as a reference throughout your studies.
Once again, welcome to Lead College we look forward to seeing you succeed!

ABOUT US

Lead College is a nationally registered training organisation (RTO) committed to delivering high-quality vocational education and training that meets national standards and aligns with current industry needs.

- RTO Code: 41489
- ABN: 63 604 422 853
- CRICOS Code: 03636F
- Website: www.leadcollege.edu.au

We have been delivering vocational training across a wide range of industries including Community Services, Information Technology, Hospitality, Building & Construction, and Early Childhood Education since our establishment. We are committed to providing inclusive, accessible, and high-quality training and assessment that supports students from diverse backgrounds and learning needs.

OUR MISSION VISION & VALUES

At Lead College, our mission is to:

- Serve the emerging educational needs of students in a globalized world.
- Establish ourselves as a high-quality training provider recognized for excellence
- Ensure the satisfaction of all stakeholders — students, staff, industry, and regulators — in a fair and balanced way.

Our Vision

We envision a future where Lead College:

- Becomes a technologically advanced and innovative institution at the forefront of vocational education.
- Operates in full compliance with all state and Commonwealth legislative and regulatory standards.
- Maintains strong, ongoing connections with industry and professional networks.
- Fosters a creative, collaborative, and engaging learning environment, promoting continuous improvement across all areas of our operations.

Our Values

At Lead College, we believe that a strong foundation of values leads to lifelong success. We are committed to:

- Quality: Delivering training and assessment that exceed industry expectations.
- Integrity: Acting with honesty, transparency, and professionalism.
- Inclusiveness: Celebrating diversity and promoting equal opportunities.
- Innovation: Embracing change and technology to enhance learning experiences.
- Student Success: Placing learners at the heart of everything we do.
- Collaboration: Building partnerships that enhance outcomes for all.
- Accountability: Taking responsibility for our actions and striving for excellence.

Our Student-Oriented Approach

At Lead College, students are at the heart of everything we do. Our student-oriented approach means we are committed to creating a learning experience that is not only academically enriching but also personally supportive, inclusive, and empowering.

What It Means to Be Student-Oriented

Our approach focuses on:

Personalised Support

Every student has unique goals, strengths, and challenges. That's why we offer tailored academic advice, language and literacy assistance, and ongoing one-on-one mentoring to ensure your success.

Flexible and Responsive Learning

We offer industry-relevant training delivered through flexible schedules and modern learning platforms, allowing students to balance their studies with work, family, and life commitments.

Open Communication Channels

We value student feedback and actively seek your input through surveys, forums, and regular check-ins. Your voice helps us improve our programs, services, and campus life.

Cultural Inclusiveness

We celebrate diversity and provide an inclusive learning environment where students from all backgrounds feel safe, respected, and heard.

Empowerment Through Education

We don't just teach skills — we help students build confidence, resilience, and a growth mindset, so they are prepared for both career and life challenges ahead.

Career-Ready Focus

With strong industry connections and practical training, we help you transition seamlessly from education to employment, equipping you with real-world knowledge and job-ready skills.

A MESSAGE FROM THE CEO

Thank you for choosing to study at Lead College, one of Australia's most progressive and trusted vocational education providers.
At Lead College, we are committed to helping international students unlock their confidence and realise their full potential — so you can achieve your personal and professional goals.

Our programs are built around industry-relevant training, supported by modern facilities and delivered by experienced, passionate trainers. When you graduate from Lead College, you'll leave with practical, real-world skills that will prepare you to succeed in your chosen career.

We maintain strong partnerships with industry leaders, ensuring that our training stays current and responsive to today's job market. With a growing reputation for producing skilled, job-ready graduates, Lead College is your pathway to career success in Australia and beyond.

As a student, you'll be supported every step of the way by our dedicated international student support team, who are here to help with everything from academic advice to personal wellbeing. We also offer a range of services, social activities, and cultural events to make your study experience rewarding and enjoyable.

You'll begin your journey with an engaging orientation program, where you'll meet new friends, explore your campus, and learn about life in Australia — setting the tone for a positive and successful student experience.

Congratulations on taking your first step towards a brighter future. At Lead College, we believe that together, we can lead you to success.
We look forward to welcoming you to Lead College.



David Garner
Cheif Executive Officer
Lead College Pty Ltd

MESSAGE FROM THE DIRECTOR OF OPERATIONS

Dear Student,

Welcome to Lead College!

As the Director of Operations, I am delighted to welcome you to our vibrant international student community. At Lead College, we are committed to providing not only high-quality vocational education but also a supportive, inclusive, and empowering learning environment.

To help you settle in, I encourage you to:

- Attend your orientation session – it's your first step to success.
- Familiarise yourself with the student handbook and college policies.
- Reach out to our Student Services team for any support you may need – we're here to help.

We are excited to be part of your educational journey and look forward to watching you grow and achieve great things.

Warm regards,



Kinza Abbasi
Director of Operations
Lead College Pty Ltd

OUR CAMPUSES

Lead College operates across multiple campuses, providing students with access to high-quality training facilities and support services in vibrant locations.









Parramatta Campuses (NSW)

Campus 1

Level 1, 37–39 George Street

Parramatta NSW 2150, Australia

+61 2 8677 7077

students.parramatta@leadcollege.edu.au

Campus 2

Unit 4/1 River Road West

Parramatta NSW 2150, Australia

+61 2 8029 0517

students.riverroad@leadcollege.edu.au

Campus 3

Level 1, Shop No. 2

15B Albert Street, North Parramatta

NSW 2151, Australia

+61 2 7804 2650

students.albertstreet@leadcollege.edu.au

Sydney Campus (NSW)

Level 1, 841 George Street

Haymarket NSW 2000, Australia

+61 2 8668 5676

1300 887 361

studentservices@leadcollege.edu.au

OUR CAMPUSES

Lead College operates across multiple campuses, providing students with access to high-quality training facilities and support services in vibrant locations.



Perth Campus (WA)

13–15 Leila Street

Cannington WA 6107, Australia

+61 8 6161 5636

students.perth@leadcollege.edu.au



Windsor Campus (NSW)

6 Dowling Place

South Windsor NSW 2756, Australia

+61403935814

adminsupport.nsw@leadcollege.edu.au



General Queries

Info@leadcollege.edu.au

Accounts

accounts@leadcollege.edu.au

Admissions

admission@leadcollege.edu.au

EMERGENCY CONTACTS

General Emergency (Police, Fire, Ambulance):

000

Policelink (non-emergency assistance):

131 444

Lifeline (24/7 mental health support):

13 11 14

Poison Information Centre:

13 11 26

GOVERNMENT DEPARTMENTS

Department of Home Affairs

131 881

www.homeaffairs.gov.au

Australian Taxation Office (Tax File Number)

132 861

www.ato.gov.au

What we deliver

At Lead College, we deliver nationally recognised qualifications designed to prepare you for real-world success. Our courses are practical, industry-relevant, and offered across a wide range of fields including Community Services, IT, Hospitality, Construction, Health, and more. We provide flexible study options, including blended learning, with dedicated support from experienced trainers. Our focus is on helping you build job-ready skills, gain confidence, and achieve your career goals. Visit our website for detailed course information www.leadcollege.edu.au

Certificates & Diplomas

- CHC30121 Certificate III in Early Childhood Education and Care
- CHC50125 Diploma of Early Childhood Education and Care
- CHC33021 Certificate III in Individual Support
- CHC43015 Certificate IV in Ageing Support
- CHC43121 Certificate IV in Disability Support
- CHC52025 Diploma of Community Services
- SIT40521 Certificate IV in Kitchen Management
- SIT50422 Diploma of Hospitality Management
- SIT60322 Advanced Diploma of Hospitality Management
- CPC30220 Certificate III in Carpentry
- CPC33020 Certificate III in Bricklaying and Blocklaying
- RII50520 Diploma of Civil Construction Design
- RII60520 Advanced Diploma of Civil Construction Design
- CPC40120 Certificate IV in Building and Construction
- CPC50220 Diploma of Building and Construction (Building)
- ICT50220 Diploma of Information Technology
- ICT60220 Advanced Diploma of Information Technology
- BSB50420 Diploma of Leadership and Management
- BSB60420 Advanced Diploma of Leadership and Management
- BSB80120 Graduate Diploma of Management (Learning)

- HLT37215 Certificate III in Pathology Collection
- HLT51020 Diploma of Emergency Health Care
- MEM31925 Certificate III in Engineering – Fabrication Trade
- MEM40119 Certificate IV in Engineering
- AUR30320 Certificate III in Automotive Electrical Technology
- AUR32721 Certificate III in Automotive Electrical Vehicle Technology (Light Vehicle)
- AUR30620 Certificate III in Light Vehicle Mechanical Technology
- AUR40216 Certificate IV in Automotive Mechanical Diagnosis
- AUR50116 Diploma of Automotive Management

Mode of Delivery

The course will be delivered in a blended format, comprising 14 hours of face-to-face classes and 6 hours of online learning each week. All international students are required to attend a minimum of 20 hours of scheduled classes per week. A detailed timetable outlining the 20 hours will be provided before the start of each term. The academic year is divided into four terms, each lasting 10 weeks. For specific term dates, please refer to our term calendar available on our website:
https://www.leadcollege.edu.au/terms-calendar/



STARTING IN AUSTRALIA

As an international student, beginning your studies in Australia is an exciting step and Lead College is here to support you as you adjust to a new environment, culture, and learning experience.

Your New Life in NSW

New South Wales (NSW) offers international students the opportunity to live and study in vibrant coastal, metropolitan, or regional locations, with easy access to world-famous landmarks, national parks, beaches, and cultural hubs like Sydney.

Highlights of Life in New South Wales

Studying in NSW means you'll enjoy:

- A safe and inclusive living environment
- A multicultural and diverse society
- An English-speaking educational system
- A relaxed yet cosmopolitan lifestyle
- Access to sports, recreation, and arts

Whether you're enjoying a walk across the Sydney Harbour Bridge, sunbathing on Bondi Beach, or hiking in the Blue Mountains, NSW offers a rich student experience both inside and outside the classroom.

Public Transport & Student Concessions

NSW features an extensive public transport network including trains, buses, light rail, and ferries, especially around Sydney and regional hubs.

International students enrolled in approved full-time courses may be eligible for travel concessions under the Transport for NSW guidelines. For up-to-date information on eligibility and Opal cards, visit: www.transportnsw.info

Time Zone

New South Wales operates in the GMT+10 time zone (GMT+11 during Daylight Saving Time). You can use online tools such as www.timeanddate.com to coordinate with family and friends in your home country.

Climate

New South Wales has a temperate climate, offering warm summers and cool winters:

- Summer (Dec–Feb): Avg. 18°C to 30°C
- Winter (Jun–Aug): Avg. 8°C to 17°C

For daily forecasts, visit the Bureau of Meteorology: www.bom.gov.au

Learn More

To explore more about living and studying in NSW, visit: study.nsw

Life in Western Australia

Welcome to Western Australia (WA) — a place of extraordinary landscapes, cultural diversity, and high-quality education. Whether you're studying in the vibrant capital city of Perth or exploring the beautiful regional areas, WA offers international students a unique and enriching experience.

Highlights of Life in Western Australia

As an international student in WA, you'll enjoy:

- A safe and friendly environment
- A multicultural community with people from over 190 countries
- A laid-back, outdoor lifestyle
- Access to some of the world's best beaches, parks, and nature reserves
- A strong economy with part-time job opportunities

Perth is consistently ranked among the most liveable cities in the world, with an affordable cost of living compared to other major Australian cities.

Public Transport & Travel Concessions

Perth and surrounding areas are well-connected through Transperth's public transport system (buses, trains, ferries).

International students on a valid student visa are eligible for travel concessions using a Smart Rider card. To find out more and apply for a card, visit:

www.transperth.wa.gov.au

Time Zone

Western Australia operates on Australian Western Standard Time (AWST) – GMT+8. WA does not observe daylight saving.

Use online tools like www.timeanddate.com to coordinate with your family and friends abroad.

Climate

WA enjoys a Mediterranean climate in the southwest (including Perth), with hot, dry summers and mild, wet winters:

- Summer (Dec–Feb): Avg. 20°C to 35°C
- Winter (Jun–Aug): Avg. 8°C to 19°C

For regional climates and weather updates, visit the Bureau of Meteorology:

www.bom.gov.au

Learn More

For more on student life, work rights, and living costs in WA, visit:

www.studyperth.com.au

Accommodation in Australia

Have you arranged your accommodation yet? Finding the right place to live is an important part of preparing for your study experience in Australia.

You may choose from homestay arrangements, shared apartments, student housing, or private rentals. Your decision will depend on your comfort level, whether you're living alone or with others, the kind of facilities you require, and your budget.

We recommend researching your options in advance and confirming your accommodation before you arrive in Australia.

If you need help or advice, Lead College's Student Services team can provide guidance or refer you to trusted accommodation providers.

What You Can Bring into Australia

Australia has strict customs and biosecurity regulations to protect its unique environment. Before packing or shipping goods, it's important to understand what you can and cannot bring into the country.

Some items such as certain food, plants, animal products, and medications are restricted or prohibited. Even common personal belongings may require declaration upon arrival. To avoid fines or delays at the airport, take time to learn about Australia's customs rules.

You can find official guidance by visiting: www.abf.gov.au

We also recommend the following resources:

- Studying in Australia information guides. Studying in Australia - DAFF
- What You Can Bring webinars for international students.
  Australian biosecurity webinar series - DAFF
- What Not to Pack customs awareness sessions
  Australian biosecurity webinar series - DAFF

These resources will help you pack smart and arrive confidently.

Your First Steps in Australia

To help you settle in smoothly and start your studies successfully, here's a helpful checklist of important tasks to complete after arriving in Australia:

1. Let your family know you've arrived safely. A quick call or message will give your loved ones peace of mind.
2. Settle into your accommodation. Unpack your belongings, explore your surroundings, and get comfortable in your new home.
3. Familiarise yourself with your local area. Locate nearby shops, transport stations, medical centres, and other key services. Learn how to use public transport in your city.
4. Organise transport to and from your Lead College campus. Plan your daily commute using public transport or other means.

5. Atend your Orientation sessions. These are mandatory and will provide essential infor mation about your course, campus, and student support services.
6. Open a local bank account. Visit a nearby bank branch with your passport and student documents to open an Australian bank account.
7. Update your contact details. Log in to the Lead College Student Portal to update your Australian address, mobile phone number, and emergency contact.
8. Notify your OSHC provider of your new address and request your membership card, if not already received.
9. Get your Student Identification (ID) card. This is required for accessing campus services and for student discounts.
10. Create your Unique Student Identifier (USI). Visit www.usi.gov.au to register. Once completed, notify Lead College with your USI number.
11. Apply for your Tax File Number (TFN) if you plan to work while studying in Australia. You can apply online at www.ato.gov.au.
12. Start attending your classes according to the timetable provided during your course orientation.

Living Costs in Australia

As of the most recent update from the Department of Home Affairs (Australia), the minimum living cost requirement for international students has been **updated to AUD $29,710 per year for a single student. This amount represents the minimum financial capacity students must demonstrate when applying for a student visa (subclass 500) and is intended to ensure they can support themselves while studying in Australia.

Living Costs in Australia

(According to the Department of Home Affairs)

Minimum Annual Living Cost Requirement

Category	Annual Amount (AUD)
Student	$29,710
Student's partner (spouse)	$10,394
Per child	$4,449
Schooling for dependent children (per child)	$13,502 (unless exempt)

These figures are minimum estimates, and actual costs may vary based on lifestyle, location (e.g., Sydney vs. Perth), housing arrangements, and personal choices.

What's Included in the Estimate?

The living cost estimate covers basic expenses such as:

- Accommodation (rent/shared housing)
- Food and groceries
- Utilities (electricity, water, gas)
- Transport and communication
- Personal and medical needs
- Leisure and incidental costs

Why This Matters

When applying for a student visa, you must show evidence of sufficient funds to cover:

- Your tuition fees
- Your travel costs
- Your living expenses, as per the figures above

Failure to demonstrate adequate financial capacity may result in a visa refusal.

Subclass 500 Student visa

Safety on Australian Beaches

Australia is famous for its beautiful beaches, but it's important to remember that the ocean can be unpredictable and potentially dangerous. Many international students are unfamiliar with surf conditions, strong currents, or sun exposure risks, so learning basic beach safety is essential before heading to the coast.

Always swim between the red and yellow flags on patrolled beaches. These flags indicate the area that is monitored by trained surf lifesavers and is considered the safest place to swim. Swimming outside the flagged area increases your risk of encountering rips, strong currents, or other hazards. If you are unsure of conditions, you should speak to a lifesaver or lifeguard on duty they are there to help and advise beachgoers.

Never swim alone, especially if you are not a confident swimmer. The ocean environment is very different from a swimming pool, and even good swimmers can get caught in rips or dragged away by currents. If you get caught in a rip, do not panic or try to swim against it. Stay calm, float to conserve energy, and raise your hand to signal for help.

Avoid drinking alcohol before swimming and never enter the water under the influence of drugs or alcohol. These substances impair judgment and coordination and can increase the risk of drowning.

By following these guidelines, you can enjoy Australia's iconic beaches safely and responsibly.

Sun Protection

Australia experiences some of the highest levels of ultraviolet (UV) radiation in the world, making sun protection a vital part of daily life even on cool or cloudy days. Prolonged exposure to the sun without protection can lead to serious health risks such as sunburn, premature skin aging, eye damage, and skin cancer, including melanoma. As an international student, it is important to understand and adopt safe sun habits as part of your routine.

To protect yourself, apply broad-spectrum sunscreen with SPF 30 or higher at least 20 minutes before going outdoors, and reapply every two hours especially after swimming or sweating. Wear sun-protective clothing such as long-sleeved shirts, wide-brimmed hats, and UV-protection sunglasses.

Whenever possible, seek shade, particularly between 10:00 am and 3:00 pm, when UV levels are strongest.

Adopting these simple practices will help you stay safe, healthy, and enjoy your time in Australia while reducing your risk of sun-related illness.

Useful Links

Multilingual | SLSA Beachsafe

Ultraviolet (UV) radiation - SunSmart

Aussie Slang: Everyday Australian Expressions

Australians are well-known for using slang and shortening their words it's part of the casual, laid-back culture! Getting familiar with some common Aussie slang will help you better understand local conversations and feel more connected with everyday life in Australia.

Here are a few popular terms you might hear:

- **Flat out** – This means someone is extremely busy. For example, "I've been flat out with assignments all week."
- **Bloke** – A casual way to refer to a man or guy. You might hear someone say, "He's a good bloke."
- **Arvo** – Short for "afternoon." Instead of saying "See you this afternoon," Aussies say, "See you this arvo."
- **Barbie** – A friendly way to say barbecue. It's common to be invited to a "barbie" on weekends or holidays.

Equality and Respect in Australia

In Australia, everyone is treated equally and fairly under the law. It is against the law to treat someone differently or unfairly because of their gender, race, nationality, relationship status, pregnancy, political or religious beliefs, disability, or sexual orientation. Respect for diversity is a core value in Australian society, and discrimination in any form is not tolerated.

Understanding Sexual Harassment

Sexual harassment is any unwanted or inappropriate behaviour that makes someone feel uncomfortable, intimidated, or upset. It can happen in many ways and is taken seriously under Australian law. Examples include:

- Staring or making others feel uncomfortable with unwanted attention
- Telling inappropriate jokes or showing offensive images
- Making rude or uninvited comments about someone's private life
- Unwanted physical contact, such as touching or brushing up against someone
- Pressuring someone into sexual activity

If you ever feel unsafe or believe you've been sexually harassed, speak with the Student Services and Welfare Officer at Lead College for confidential support.

Protecting the Environment

Australia is known for its unique and beautiful wildlife, and it's important to help protect it. Collecting or harming native plants or animals is illegal, and penalties may include heavy fines or imprisonment. Bushfires are also a serious risk during dry seasons, so lighting fires in parks or bushland is often banned.

Rules About Smoking and Alcohol

Smoking is not allowed on Lead College campuses or in most public places, including airports, restaurants, shopping centres, and near building entrances. The legal age to smoke or drink alcohol in Australia is 18 years. Supplying alcohol or cigarettes to anyone under 18 is illegal.

While it's legal for adults to drink alcohol in private homes, restaurants, or bars, drinking in public places like parks or streets is usually banned. Additionally, all drugs except those prescribed by a licensed doctor are illegal in Australia.

Caring for Pets and Animals

Australia has strong laws to protect animals from cruelty. You cannot keep native Australian animals (like kangaroos or possums) as pets. In many areas, you must register your pets with the local council. Neglecting or mistreating animals is a serious offence, and organisations like the RSPCA have the authority to investigate and charge people who harm animals. Penalties can include fines or even jail time.



GETTING STARTED

This section explains what happens before you enrol and outlines the information and documents you'll need to begin your training with Lead College.

Course Information

Course information for all programs offered at Lead College is available on our official website: www.leadcollege.edu.au. This information is designed to help you understand the specific requirements, structure, and outcomes of each course. We encourage you to review the course details carefully before enrolling.

If you have any questions or need further clarification, please feel free to contact our student support and welfare Officer. We're here to help you make an informed decision about your studies.

Entry Requirement

To enrol at Lead College, students must generally meet the following entry requirements:

- Be 18 years of age or older at the time of course commencement.
- Complete a Language, Literacy, Numeracy (LLN), and digital literacy assessment, if required.
- Have successfully completed Australian Year 11 or equivalent or hold a Certificate III or higher qualification from an Australian institution.
- Demonstrate English language proficiency at an IELTS level of 6.0 overall, with no band less than 5.5, or an equivalent score from one of the following:

- TOEFL iBT: 60
- PTE Academic: 50
- Cambridge CAE: 169
- OET: Grade B
- Duolingo: 95
- General English (Advanced) or equivalent
- Medium of Instruction (MOI) Certificate
- Completion of a Certificate IV or higher qualification in Australia

- Be able to participate in training within a simulated workplace environment, which may include performing manual handling tasks.

Please note: Entry requirements may vary depending on the course. Always refer to the specific course page on our website or contact our Admissions Officer for course-specific criteria.

Our Student Support & Welfare Services

At Lead College, we are committed to supporting our students academically, personally, and emotionally throughout their educational journey. A wide range of free support and welfare services are available to help ensure your success and wellbeing.
All services listed below are provided at no additional cost to enrolled students.

Administrative Support

- Orientation for new students and induction into college systems and services
- timetables and system access, enrolment variation requests, attendance matters, and other general student enquiries
- develop essential digital literacy skills, including guidance on using learning platforms, accessing online resources, submitting assessments, and communicating effectively in a digital learning environment
- Issuance of documents (e.g., Statements of Attainment, Letters of Release etc)

Academic Support

- Learning & Study Assistance (time management, test preparation, referencing)
- Language, Literacy & Numeracy (LLN) Support
- Academic Counselling: Speak to the Academic or Campus Manager for help with planning your study pathway, overcoming learning difficulties, or managing workloads
- CV Development, Peer Mentoring, and Industry Mentoring
- I.T. Support for accessing college systems and online learning platforms

Study Skills Development

Tailored individual or group support in:

- Note-taking & writing skills
- Time management
- Exam and test preparation
- Academic referencing
- Reading and interpreting course materials
- Computer skills for study
- English language and numeracy development
- Spelling, grammar, and sentence construction

Speak to the Student Services and Welfare Officer to access study skills program.

Welfare & Wellbeing Support

- General Welfare Advice: Cultural adjustment, personal concerns, and social integration
- Emergency Assistance & Crisis Referrals
- OSHC Support: Help with your Overseas Student Health Cover
- Accommodation Advice: Guidance on finding and managing safe, student-appropriate housing
- Basic Financial Literacy: Budgeting and money management advice
- Part-Time Employment Guidance: Support in understanding work rights and job opportunities during your studies

- Referral Services: Professional support including:
    - Psychologists and medical practitioners
    - Social workers
    - Career counsellors
    - Registered migration agents

Social Inclusion & Activities

We believe in building a vibrant and inclusive student community:

- Support in organising sports teams, cultural celebrations, and local excursions
- Opportunities to participate in campus events and meet students from diverse backgrounds.

Who to Contact

- Academic/Campus Manager - For academic planning, performance concerns, or progress counselling.
- Student Services and Welfare Officer - For wellbeing support, enrolment or visa-related concerns, accommodation, and personal guidance.
- Accounts Officer - For financial issues.

STARTING YOUR JOURNEY AT LEAD COLLEGE



Orientation Sessions

At Lead College, we are committed to ensuring that all international students begin their studies with confidence and clarity. To support this, attendance during orientation sessions is mandatory. The International Student Orientation provides you with an overview of your campus, student services, how to obtain your Student Identification Card, and general information to help you settle into life in Australia. This session also introduces you to the support services available, including welfare, academic counselling, and IT support.

The Course Orientation focuses on academic preparation. During this session, you will receive details about your course, including your timetable, learning outcomes, textbooks, and available academic resources such as libraries and digital tools. The orientation is usually scheduled 1 week before the commencement of the course. The specific details of both orientation sessions — including date, time, and location — will be emailed to you before your course starts. During the orientation you must fill in orientation checklist to provide the information and to record the attendance.

Commencement of Study

As a registered education provider under the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS), Lead College is legally required to inform the Department of Home Affairs if a student fails to commence or return to their studies. This is a condition of your student visa. Therefore, it is essential that you begin attending classes according to your timetable from the start of the course. If you are unable to commence on time due to valid reasons such as travel delays or health concerns, you must notify Student Services immediately. Failure to do so may result in the cancellation of your enrolment and could affect your visa status.

Student Identification (ID) Card

During orientation, you will learn how to obtain your Lead College Student Identification Card, which is compulsory for all students. Your ID card is essential for access to college facilities. In addition, it can be used to access various student discounts on transport (depending on eligibility), as well as recreational and entertainment services such as cinemas and exhibitions. Carry your ID card with you at all times while on campus.

aXcelerate Student Portal

As a student at Lead College, you will be given access to aXcelerate, our official Student Learning Management System (LMS). This platform is essential for managing your learning and assessment activities throughout your course.

Through aXcelerate, you will be able to:

- View your course schedule and unit progress
- Access learning materials and resources
- Submit assessments and receive trainer feedback
- Track your attendance and academic performance

Login credentials will be emailed to you before the orientation. It is important to log in regularly and check your dashboard for important updates. aXcelerate Login Screen

Axcelerate Training webinars

Learner Portal Series Ep. 4 - Submitting an Assessment

https://youtu.be/-D6j7LvFkrQ?si=oI1K7WkrIAK7COUl

Using the Learner Portal – aXcelerate Support

If you encounter any issues accessing your account, please contact the IT Support Team at: itsupport@leadcollege.edu.au

Microsoft Office 365

All Lead College students are also provided with a free Microsoft Office 365 account, which gives you access to essential tools such as:

- Outlook: Your official student email account
- Microsoft Word, Excel, PowerPoint: For creating assignments and projects
- OneDrive: For securely storing your files in the cloud
- Teams: For virtual classes, trainer meetings, and collaboration
- Calendar: To manage deadlines, assessments, and events

Your Office 365 login details will be issued during orientation or sent to your registered email. You can access your account by visiting https://www.office.com and logging in with your Lead College credentials.

To ensure you don't miss important communications from the college, check your Outlook inbox regularly. All official updates, notices, and assessment feedback will be sent to your student email.

Unique Student Identifier (USI)

If you are enrolled in Lead College, you are required by the Australian Government to have a Unique Student Identifier (USI). This number is essential for accessing your official training records and results.

The USI is a national student reference number that links to your personal online account, where you can view all your nationally recognised training achievements completed in Australia from 1 January 2015 onwards. It ensures that your qualifications and academic progress are securely recorded and easily accessible.

Creating your USI is quick and easy. Simply visit the official USI website at www.usi.gov.au and follow the steps to register. You will need a valid form of identification such as your passport, visa, or Australian ID.

Once your USI has been created, you must email your USI number to Lead College along with your full name and student ID number to ensure it is correctly linked to your enrolment record.

Fee Payments

Your tuition fees, payment schedule, and due dates are clearly outlined in your official Letter of Offer. It is essential that you review this document carefully to understand your financial obligations before commencing your studies at Lead College.

All tuition and associated fees must be paid via your Lead College bank account which is available on your letter of offer or in campus to our designated accounts officer. It is your responsibility to ensure that all fees are paid in full by the due date.

Failure to pay your tuition fees on time may result in delayed course commencement, disruption to your studies, or even cancellation of your enrolment, which can affect your visa status. Please note that late payments may incur additional charges.

In addition to tuition fees, you may be required to pay materials fees before the beginning of classes. These cover the cost of resources used during training sessions.

If you are experiencing difficulties making a payment, it is important to contact Student Services or the Accounts Team as soon as possible. Support options may be available in cases of genuine financial hardship.

HEALTH AND WELLBEING AT LEAD COLLEGE

Your health and wellbeing mental, physical, and emotional are essential for a successful and fulfilling experience as a student. Whether you're studying in New South Wales or Western Australia, Lead College is committed to supporting your wellness throughout your academic journey.

Mental Wellbeing

Relocating to a new country and adjusting to a different culture can be challenging. If you feel overwhelmed, homesick, or anxious, it's important to seek support early. You can talk to:

- Friends or classmates
- Your trainers or academic staff
- The Student Services and Welfare Officer
- A local doctor or mental health professional

Socialising and forming connections on campus and in your community can greatly enhance your wellbeing. Participating in student events, sports clubs, or community groups is a great way to build friendships and feel more at home.

Mental Health Support by State:

New South Wales (NSW):

- NSW Mental Health Line (24/7): 1800 011 511
- Website: www.health.nsw.gov.au/mentalhealth
- Find services: www.health.nsw.gov.au/services

Western Australia (WA):

Mental Health Emergency Response Line (MHERL):

- Perth Metro: 1300 555 788
- Peel Region: 1800 676 822
- Website: www.mhc.wa.gov.au
- Local health info: www.healthywa.wa.gov.au

Interpreter Services

If English is not your first language, you can request help during a medical consultation through the Translating and Interpreting Service (TIS National):

- Phone: 13 14 50
- Website: www.tisnational.gov.au

Physical Health and Lifestyle

Maintaining your physical health is key to staying energised and focused. Here are a few tips:

- Exercise for at least 30 minutes each day
- Aim for 8 hours of sleep per night
- Eat a balanced diet including fresh fruits and vegetables
- Stay hydrated and limit processed foods or alcohol

For guidance on healthy eating and active living, visit:

Nutrition Australia – www.nutritionaustralia.org

Additional health resources:

- NSW: www.health.nsw.gov.au
- WA: www.healthywa.wa.gov.au

Sexual Health

Your sexual health is an important aspect of your overall wellbeing. If you have questions or concerns, you can speak with a doctor confidentially or visit a sexual health clinic.

NSW:

- NSW Sexual Health Infolink – 1800 451 624
- Website: www.shil.nsw.gov.au
- Clinic directory: www.health.nsw.gov.au/sexualhealth

WA:

- Sexual Health Quarters (SHQ) – 08 9227 6177
- Website: www.shq.org.au

Mental Health Support Services for Students

At Lead College, your wellbeing matters. We understand that being away from home—especially during difficult times—can be incredibly hard. Whether you're coping with personal grief, stress, or emotional strain, we want you to know that you are not alone.

While your trainer has been providing informal support and care, we also encourage you to seek further help from our dedicated campus team, including the:

- Campus Manager
- Academic Support Staff
- Student Services and Welfare Team

We are here to talk, listen, and connect you with the right services, including referrals for professional counselling sessions if needed.

Free Mental Health Support Services

Below is a list of free and confidential mental health services available to international students in Australia

Service	Access & Description	Website Link
Beyond Blue	24/7 support with trained mental health professionals via phone or online chat. Offers multilingual resources.	https://www.beyondblue.org.au
Lifeline	24/7 crisis support and suicide prevention service for anyone in distress. Phone and text counselling available.	https://www.lifeline.org.au
Headspace	Mental health support for young people aged 12–25. Includes online and in-person counselling across Australia.	https://headspace.org.au
Embrace Multicultural Mental Health	Resources and support tailored for culturally and linguistically diverse communities.	https://www.embracemental-health.org.au
SwitchLiving – International Student Mental Health	Directory of mental health and wellbeing resources, specifically for international students.	https://www.switchliving.-com.au/student-guide/student-wellbeing/student-mental-health-services-australia
eheadspace (part of Headspace)	Online and telephone support for students dealing with study stress, relationships, and mental health.	https://eheadspace.org.au
QLife (LGBTQI+ support)	Anonymous and free LGBTQI+ peer support and referral services.	https://www.qlife.org.au

If you feel overwhelmed or need urgent help, don't hesitate to call these support lines—even outside business hours.

How We Can Help On Campus

If you're unsure where to begin, you can:

- Speak with your trainer
- Visit the Student Services desk
- Make a private appointment with the Campus Manager or Academic Support Team

We can help you access a range of services, from counselling referrals to study support and welfare assistance. Your wellbeing is our priority.

GENERAL SAFETY AND WELLBEING AT LEAD COLLEGE



Personal Safety Awareness

At Lead College, we prioritise the safety and wellbeing of all our students. Whether you're on campus, at home, or out in the community, it's important to remain aware of your surroundings and take precautions to protect yourself and others. Simple actions can go a long way in ensuring your safety. For instance, avoid walking alone at night and try to remain in well-lit areas. Always lock your home, car, and personal belongings, and never leave valuables unattended. Being alert, especially when wearing headphones or talking on your phone in public, can help you avoid unexpected risks..

We strongly advise students to change their computer and online passwords regularly, and not to share these with anyone. Protecting your privacy on social media is also essential—do not post personal details such as your address, phone number, or travel plans. When shopping online, always use secure payment platforms like PayPal to prevent fraud. Keeping your mobile phone charged and accessible allows you to call for help in an emergency.

For your safety, never hitchhike or pick up strangers. Also, do not drink and drive under any circumstances, and if you consume alcohol socially, do so responsibly. Keep an eye on your friends and never leave your drink unattended or accept one from a stranger.

In the event of a non-urgent situation that requires police attention, you can contact PoliceLink on 131 444. For any emergency, dial 000 immediately.

Emergency Procedures on Campus

Emergency procedures at Lead College are clear and designed to keep everyone safe. During a teaching session, if a fire or other emergency alarm sounds, you must stop what you are doing and evacuate calmly and quickly without running. Head directly to the designated assembly area as outlined on your campus map. Always use the stairs—never take the lift—and keep to the outer side to make way for emergency personnel. At the assembly area, remain with your class and wait for your teacher to mark attendance. Do not leave until the all-clear is given.

If the alarm sounds when classes are not in session, you must still go straight to the designated assembly area and stay there until instructed otherwise. Do not return to the building or hide in toilets, storerooms, or student lounges.

Workplace Health and Safety (WHS)

Workplace Health and Safety (WHS) is a shared responsibility. As a student, you are expected to take care of your own health and safety, and not act in ways that may harm others. You must always follow safety instructions, obey signage, and wear any required personal protective equipment (PPE). Use college property, facilities, and equipment only for their intended purposes. Report any injuries, hazards, incidents, or near misses to your trainer or another staff member immediately.

By understanding and following these safety and WHS guidelines, you are helping to create a secure, respectful, and supportive environment for yourself and your fellow students at Lead College.

Use of Personal Protective Equipment (PPE)

At Lead College, all students are required to wear the appropriate Personal Protective Equipment (PPE) at all times while participating in practical classes, workshops, or any activity that involves exposure to potential hazards. This may include, but is not limited to, safety glasses, gloves, steel-toe boots, high-visibility vests, lab coats, ear protection, and face masks, depending on the course and environment. The use of PPE is mandatory and is an essential part of our commitment to student safety and compliance with Australian workplace health and safety standards. Failure to wear required PPE may result in students being removed from class or prevented from participating in activities until compliance is met. Students are expected to take responsibility for maintaining their PPE in good condition and must follow all instructions related to its correct use. If unsure about what PPE is required for your course, please consult your trainer or the Student Services team.

Disability and Access Support

At Lead College, we are committed to providing an inclusive and supportive learning environment for all students. If you have a disability, health condition, injury, or any other circumstance that may affect your ability to access or participate fully in your training or assessment, we encourage you to speak with us as early as possible.

We are here to work with you to identify and implement reasonable adjustments that can help you succeed. These adjustments may include modifications to learning materials, assessment methods, training schedules, or the physical environment to ensure equitable access to education.

Please note that you are not required to disclose a disability or condition, but sharing this information early allows us to plan appropriate support and access arrangements from the beginning of your course.

To discuss your access or adjustment needs:

- Contact our Student Support and Welfare Officer
- Or speak to your trainer, who can refer you to the appropriate support staff

Cultural and Linguistic Diversity Support

Lead College proudly welcomes students from culturally and linguistically diverse (CALD) backgrounds. We understand that adapting to a new educational environment—especially in a second language can present challenges, and we are here to support you throughout your journey.

If English is not your first language or you are adjusting to a different cultural context, we can assist you with:

- Understanding course requirements, policies, and procedures
- Clarifying assessment instructions or training expectations
- Providing additional language support where appropriate
- Referring you to external language or community support services if needed

You are not alone if something is unclear or if you're having difficulty, please reach out. You can speak directly to your trainer or contact our Student Support and Welfare Officer.

POLICY & PROCEDURE



Attendance and Academic Progress

Attendance Monitoring

International students at Lead College must attend all scheduled classes, assessments, and work placements. Medical absences require a valid certificate. Leave must be requested using the online form: www.leadcollege.edu.au/leave-of-absence-form

You're considered at risk if:

- You miss up to 40 hours or 2 weeks in a term
- Your attendance falls below 80%

You must review the leadcollege.edu.au/attendance-and-academic-progress/

Academic Progress

You must submit all assessments on time and maintain at least 50% course progress. You're at risk if you:

- Miss assessment deadlines
- Receive 'Not Satisfactory' results

Intervention Process

If attendance or progress is unsatisfactory:

1. You'll receive a first warning (5 days to respond)
2. Then a second warning (another 5 days)
3. Followed by a Notice of Intention to Suspend or Cancel Enrolment
   (20 working days to respond)

Missed classes may require make-up sessions. Fees may apply:

www.leadcollege.edu.au/fee-charges

Non-compliance may be reported to PRISMS, affecting your visa. Visa extensions require valid reasons such as approved interventions or deferrals.

Assessment Submission

- Submit all assessments via aXcelerate by midnight on the due date
- Extensions require valid documentation and must be requested before the deadline
- At least 80% attendance is required to submit assessments
- Written feedback is provided on all tasks

Reassessment

- First re-submission is free
- Further attempts incur fees
- After 3 failed attempts, the unit must be repeated

Academic Misconduct

Plagiarism (over 20%), collusion, or cheating will result in penalties such as:

- Reassessment
- Grade reduction
- Suspension or expulsion

Complaints and Appeals Process

At Lead College, we are committed to maintaining a learning environment that is fair, respectful, and transparent. All prospective, current, or former students have the right to lodge a complaint or appeal concerning academic or non-academic matters. These include, but are not limited to, issues related to course delivery, administrative processes, student services, or interpersonal interactions.

Complaints and appeals are handled in accordance with the Lead College Complaints and Appeals Policy & Procedures, which ensures that all grievances and disputes are addressed effectively, fairly, and in a timely manner.

Additional Information

For further details, procedures, and timelines related to complaints and appeals, please refer to the official policy document: leadcollege.edu.au/complaints-appeals-policy/

Lead College is committed to handling all complaints and appeals sensitively, confidentially, and without discrimination. We encourage all students to voice concerns openly so that we can continue to improve the quality of our education and services.

Useful Links

National Code Part D, Standard 8

Enrolment Variation Process

At Lead College, we understand that students may occasionally need to alter their study plans due to personal, medical, academic, or other circumstances. To ensure these changes are handled appropriately and in compliance with visa and regulatory requirements, students must follow the formal Enrolment Variation Process. This process covers deferrals, course extensions, suspensions, course changes, and early completion.

All requests must be submitted in writing using the appropriate form and must be supported by relevant documentation. Each request will be assessed individually, and any approved change will be reported to the Department of Home Affairs where necessary. To request deferment, extension, withdrawal, reinstatement, campus transfer and early completion, student must fill in the Enrolment Variation Form available on our website. leadcollege.edu.au/enrolment-variation-form/. An application processing fee is charged, see the Fee and Charges schedule leadcollege.edu.au/fee-charges/

Deferral of Studies

Deferral involves postponing the start of your course before you commence. Deferral is only permitted under compassionate or compelling circumstances, such as serious illness, injury, or unavoidable travel delays. Review the policy leadcollege.edu.au/deferral-suspension-cancellation/

- Students must submit an Enrolment Variation Form and select deferment. leadcollege.edu.au/enrolment-variation-form/
- Supporting documents (e.g. medical certificates, visa notices) must be provided.
- Once approved, the deferral and revised commencement date will be reflected in your Confirmation of Enrolment (CoE) and reported to the Department of Home Affairs.

Extension of Studies

Course extensions may be requested if you are unable to complete your course within the scheduled duration. This could be due to repeating a unit, documented illness, or other compassionate reasons.

- Students must submit an Enrolment Variation Form and select extension. leadcollege.edu.au/enrolment-variation-form/
- An updated CoE will be issued if the extension is approved.
- You must apply before your current CoE expires to maintain visa compliance.

Suspension of Studies

Suspension refers to a temporary break in your studies after you have commenced the course. Like deferrals, suspensions require valid compassionate or compelling reasons.

- A Suspension Request Form must be submitted with evidence (e.g. doctor's report, police report).
- If approved, the period of suspension will be reported to the Department of Home Affairs.
- Students are responsible for monitoring the impact of the suspension on their visa.

Change of Course

You may request a change to another course within Lead College. Course changes are subject to eligibility and must be approved by the Lead College responsible person.

- Students must submit an Enrolment Variation Form and select change of course.
- Your new course must align with student visa conditions and academic progression.
- An updated CoE will be issued to reflect the new course details.

Additional Information

- Enrolment variation forms are available on our website.
- All supporting documents must be in English or accompanied by an official translation.
- Students will be informed of the outcome of their request in writing.
- It is strongly recommended that students speak with Student Services or the Academic/Campus Manager before lodging an enrolment variation request, especially if it may affect their visa status.

Recognition of Prior Learning (RPL)

At Lead College, we recognise that students may have gained valuable knowledge, skills, and experience through previous formal study, work experience, or life learning. The Recognition of Prior Learning (RPL) process allows eligible applicants and enrolled students to have this prior learning formally assessed and credited towards their current course. For more information, review Credit Transfer and RPL Policy leadcollege.edu.au/credit-transfer-rpl/

What is RPL?

Recognition of Prior Learning (RPL) is an assessment process that evaluates an individual's existing competencies—regardless of how, when, or where they were acquired—against the learning outcomes or units of competency in their chosen qualification.

This process acknowledges that students may already meet some course requirements through:

- Past education or training
- Workplace experience
- Community or voluntary work
- Self-directed learning over time

Access to RPL Policy and Procedures

Lead College ensures that all applicants and students have clear access to the RPL policy and procedures. These documents explain:

- The application process
- Evidence requirements
- Timelines and fees (if applicable)
- Support available to students throughout the process

Credit Transfer

In addition to RPL, Lead College also offers Credit Transfer for students who have previously completed identical units of competency at another registered training organisation (RTO). Valid certification must be submitted with the application for credit. Fill in the attach form and provide supporting document such as USI transcript and Completion Documents leadcollege.edu.au/application-for-credit-transfer/

For more details on Credit Transfer and RPL review our Credit Transfer Policy leadcollege.edu.au/credit-transfer-rpl/

Student Code of Conduct - Lead College

Purpose of the Code

The Code of Conduct is designed to:

- Inform students of the behaviour and responsibilities required to maintain a positive and respectful learning environment.
- Help students understand their rights and obligations as part of the Lead College community.
- Establish clear consequences for actions that are inappropriate, disruptive, or unlawful.
- Ensure that all students, regardless of background, are treated equally, with dignity and fairness.

This Code applies to all Lead College students across all campuses and learning modes, including on-site classes, online learning environments, and off-campus events related to their studies. Review our Student Code of Conduct leadcollege.edu.au/students-code-of-conduct-policy/

Need Support?

If you are unsure about this Code or need guidance on acceptable behaviour, you are encouraged to speak with:

- The Student Services or Welfare Officer
- The Campus Manager or Academic Support Officer

They are available to assist with any concerns and ensure you have a positive and respectful experience at Lead College.

Student Responsibilities at Lead College

All students at Lead College are expected to conduct themselves in a responsible, respectful, and ethical manner throughout the duration of their studies. These responsibilities help maintain a positive and inclusive learning environment while ensuring that students can fully benefit from their educational experience.

1. Adherence to Policies and Procedures

Students must familiarise themselves with and follow all Lead College policies and procedures. This includes policies relating to enrolment, academic integrity, attendance, assessment, student conduct, and the use of campus facilities and online platforms. These documents are available in the Student Handbook and on the Lead College website.

Students are also expected to:

- Respect all Lead College property and facilities, including classrooms, libraries, and computing resources.
- Follow safety protocols and work health and safety guidelines.
- Avoid lodging frivolous or unfounded complaints or grievances.

Maintaining academic honesty is a core responsibility. Plagiarism, cheating, and other forms of misconduct are not tolerated and may result in disciplinary action.

2. Providing Timely and Accurate Information

Students are responsible for supplying accurate and up-to-date personal and academic information to the College. This includes contact details, visa status (if applicable), medical information, and emergency contacts. Lead College complies with the Privacy Act and the Freedom of Information Act, and all personal information is handled in accordance with these laws.

Students must also:

- Attend scheduled classes and participate in assessments.
- Submit assignments and required documents on time.
- Respond promptly to communication from the College and take responsibility for monitoring official notices and updates.

3. Participation and Constructive Feedback

Active participation in academic and extra-curricular activities is strongly encouraged. Students are expected to:

- Provide thoughtful and honest feedback through surveys and other mechanisms to help the College improve its services.
- Engage constructively in college life, including participation in student committees or feedback sessions if appointed or elected.
- Represent themselves and their peers respectfully if serving as student representatives.

4. Respecting Human Rights and Cultural Diversity

Lead College is a diverse and inclusive environment. Students are expected to:

- Treat all members of the College community with respect, courtesy, and dignity, regardless of their cultural background, gender identity, age, religion, disability, or sexual orientation.
- Promote an environment free from discrimination, harassment, or intimidation.
- Respect the right of others to express different political, social, or religious beliefs, provided these expressions do not compromise the safety, wellbeing, or rights of others.
- Show cultural awareness and sensitivity in both academic and social settings.
- Engage in open and respectful dialogue and debate, even when opinions differ.

5. Responsibility for Educational Experience

Students are expected to take ownership of their learning by:

- Being well-informed about the requirements of their chosen course and planning their workload accordingly.
- Demonstrating commitment to intellectual growth and academic independence.
- Monitoring their academic progress and proactively seeking support from academic staff or student services when needed.
- Preparing thoroughly for all learning activities, including lectures, workshops, tutorials, and assessments.
- Incorporating feedback from trainers and peers into future learning and performance.
- Understanding and complying with any specific rules or requirements relevant to their course or faculty.

During professional placements or fieldwork, students must act in a responsible and professional manner. They are expected to uphold confidentiality agreements and behave ethically when dealing with clients, patients, or external partners.

Payment Options at Lead College

Lead College offers a flexible range of payment options to accommodate students' financial circumstances while ensuring compliance with tuition requirements. These fees are based on course structure, market conditions, and delivery formats, and are outlined clearly before enrolment.

Understanding Your Fees

Before enrolling, students are advised to carefully review all course fees, material charges, and administrative costs as published by Lead College. Fee schedules may vary depending on the course type, location, or duration, and are subject to change with appropriate notice.

Discussing Payment Plans

All payment arrangements must be discussed and confirmed prior to enrolment. The most flexible monthly plan available which allows for the lowest periodic financial commitment if offered. This method ensures students only pay for the training they are about to undertake, making it easier to manage budgets.

Important Payment Guidelines

- Payments must be made in advance of each training period.
- Once training resources are issued, no refunds will be available for that unit.
- Students on payment plans must finalise their total outstanding balance as per their instalments in letter of offer.
- Course cancellations do not void the financial obligation under a payment plan. Refer to the Refund Policy for details leadcollege.edu.au/refund-policy-and-procedure/

Refunds

Definitions and Refund Conditions

Understanding the definitions and conditions below is essential for managing your enrolment, payment responsibilities, and refund entitlements at Lead College.

Agreed Starting Day

The agreed starting day refers to the scheduled course commencement date as specified in your Student Offer Letter or, for international students, your Confirmation of Enrolment (CoE). This may be revised only by formal agreement between Lead College and the student.

Provider Default – Lead College

A provider default occurs when:

- The course does not commence on the agreed starting date; or
- The course ceases to be provided at any time after it has started but before completion.

In these cases, students are entitled to protection under the Tuition Protection Service (TPS), and refunds or placement in alternative courses may apply.

Student Default

A student default occurs under any of the following circumstances:

- The student fails to begin the course on the agreed starting date without formally withdrawing.
- The student voluntarily withdraws from the course at any stage.
- Lead College terminates the student's enrolment due to:
    - Non-payment of required tuition or other fees, including those collected by education agents on behalf of Lead College.
    - For international students, a breach of visa conditions.
    - Serious misconduct, as defined by Lead College's Code of Conduct and Student Behaviour Policy.

Refund Applications

All requests for refunds must be submitted using the official Lead College Refund Application Form leadcollege.edu.au/refund-application-form/. Incomplete or incorrect applications may delay processing.

For more information review our fee and refund policy

leadcollege.edu.au/refund-policy-and-procedure/

Critical Incident Management at Lead College

At Lead College, the safety and wellbeing of our students, staff, and visitors is our highest priority. A critical incident is defined as any sudden or unforeseen event that has the potential to cause serious harm to individuals or significantly disrupt normal college operations.

What Constitutes a Critical Incident?

Critical incidents may include, but are not limited to:

- Accidents involving serious injury or death
- Bomb threats or incidents involving firearms, weapons, or explosives
- Chemical, radiation, or biohazard spills
- Collapse or significant structural damage to college facilities
- Dangerous or threatening individuals on or near campus
- Disappearance or abduction of a staff member or student
- Domestic violence incidents affecting the college community
- Drug or alcohol abuse causing disruption or harm
- Explosions, fires, or gas leaks
- Natural disasters such as floods, storms, or earthquakes
- Medical emergencies or outbreaks of infectious diseases
- Public transport or road accidents involving students or staff
- Motor vehicle collisions with college property
- Severe emotional events such as suicide, attempted suicide, or sudden death
- Physical assault, sexual assault, or racial abuse
- Psychological aggression or verbal threats
- Robbery, theft, and acts of violence or intimidation
- Missing or unaccounted-for students

These incidents require urgent and coordinated responses to ensure the safety of all individuals involved.

REPORTING AND MANAGEMENT PROCEDURES



Notifying the Appointed Staff

All critical incidents must be reported to Student Support and Welfare Officer, Campus Manager or any staff member who is in access . You must also fill in the form via Critical Incident Report Form leadcollege.edu.au/incident-injury-report-form/

Workshop Simulation and Work Placement

Workshop Simulation

At Lead College, workshop simulations form an essential component of vocational training across many courses. These simulations are structured, realistic learning environments that allow students to practically apply theoretical knowledge in settings that closely resemble actual workplaces. These sessions are designed to develop job-ready skills, foster critical thinking, and prepare students for real-world employment scenarios.

Workshop simulations are assessed activities, and participation is compulsory as per the course requirements. Students are expected to:

- Follow safety procedures and wear required Personal Protective Equipment (PPE) at all times.

- Work collaboratively and maintain professional conduct.
- Demonstrate the competencies being assessed, including technical, communication, and problem-solving skills.

Simulated tasks may include customer service interactions, equipment handling, administrative duties, or technical procedures, depending on the field of study.

Work Placement

Some qualifications at Lead College require mandatory work placement (also referred to as "vocational placement" or "industry placement") as part of the course curriculum. This hands-on experience provides students with real industry exposure, allowing them to operate in authentic job roles and gain insight into the expectations of their future workplace.

Key aspects of work placement include:

- Placements are organised in alignment with industry standards and the training package requirements of the course.
- Students must complete a specified number of placement hours as a condition for course completion.
- During placement, students are supervised by industry professionals and monitored by Lead College staff to ensure learning outcomes are achieved.
- Students are expected to maintain professional behaviour, adhere to the host organisation's policies, and comply with any confidentiality or conduct guidelines provided.

Review our policy for more details: leadcollege.edu.au/work-placement-policy/

Privacy and Confidentiality Policy

Lead College collects personal information during application, enrolment, and throughout your studies to support education delivery, meet compliance obligations, and report to government agencies. This includes contact details, academic history, emergency contacts, visa information, and a valid USI. Students must provide accurate, up-to-date information. International students are required by law to update any changes to their contact details within 7 days. Lead College verifies student information every six months to ensure records remain accurate.

Your personal information is used to assess eligibility, manage enrolment, provide support services, issue qualifications, and meet national and state training requirements. Information may be shared with government bodies such as NCVER, DEWR, PRISMS, and the USI Registrar, as well as authorised contractors, in line with the Privacy Act 1988 and only for education-related purposes.

All student records are securely stored in systems like aXcelerate, with access limited to authorised staff. Students have the right to access or correct their information, opt out of surveys, and raise privacy concerns. Records are kept for at least two years after enrolment ends or longer if required by law. Review our policy for more information leadcollege.edu.au/lead-privacy-policy/

Academic Integrity and Misconduct

Plagiarism, Collusion, and Cheating Lead College allows a maximum plagiarism index of 20%. While no specific referencing style is required, students must clearly credit the original source of any quoted or paraphrased work. Referencing does not justify copying; even with citations, reproducing someone else's words or ideas is not acceptable. Trainers must act on plagiarism only when clear, documented evidence is available. All assessments must be completed individually unless group work is explicitly approved. Plagiarism detection tools used by Lead College also identify collusion and other forms of academic misconduct.

Fabrication, Falsification, and Penalties

Academic misconduct also includes falsifying or fabricating data, sources, documents, or results to gain an unfair academic advantage. Submitting false documentation, such as fake medical certificates or altered transcripts, is strictly prohibited. Confirmed breaches of academic integrity may result in penalties including academic skills training, re-submission of work, a Not Competent outcome, repeating the unit, suspension, cancellation of enrolment, or revocation of a qualification. Review our Policy for more details leadcollege.edu.au/academic-integrity/

CERTIFICATION, RECORDS AND COURSE COMPLETION



At Lead College, we follow national standards to ensure all student records are accurate, secure, and that qualifications are issued fairly and on time.

When you successfully complete a full qualification, you will receive:

- A Testamur (official certificate with the qualification title)
- A Record of Results (listing all completed units)

If you withdraw or partially complete a course and have met the requirements for one or more units of competency, you will be issued a Statement of Attainment for those completed units.

Qualifications and certificates will only be issued when:

- All course requirements have been completed
- All outstanding fees have been paid (see Section 11)
- A valid Unique Student Identifier (USI) has been provided and verified

Certificates are issued within 30 calendar days of course completion or formal withdrawal, in accordance with the national Standards for RTOs.

Requesting Replacement Certificates

If you lose your certificate or require a replacement, you can request a reissue by contacting our Student Administration Team or by filling up Certificate and Document Request Form

leadcollege.edu.au/certificate-document-request-form/

A reissue fee may apply. You will be asked to provide valid identification and confirm your USI before the certificate can be reprinted or re-sent.

LEAD COLLEGE

RTO No. 41489 | CRICOS Code: 03636F

LEAD YOU TO THE FUTURE



THANK YOU

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