



Innovative College

ELICOS

Student Handbook - 2024

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ABOUT THE STUDENT HANDBOOK

Welcome to Innovative College!

On behalf of the team here at Innovative College, I would like to welcome you.

This student handbook is your guide to Innovative College. Inside you will find information on how Innovative College works, where students should go, and whom they should see to resolve any problems. Policies, procedures, and regulations are outlined so that you understand how Innovative College operates. We hope it will answer many of the questions you have about studying with us.

Please take the time to read this handbook. You will be required to sign an acknowledgement you understand the processes as defined within this book and the terms and conditions of your enrolment. These will be retained in your student file.

After you read this booklet, if you have any questions, please ask a friendly Innovative College staff member to help, explain, or interpret.

We will do our best to help you learn in a comfortable and safe environment and we really want to make your time with us both happy and rewarding.

Yours Sincerely,

Stephen Grigg – PEO

DISCLAIMER

Innovative College attempts to ensure that the information distributed is accurate and up to date, but sections may be amended without notice. Persons intending to act on any information contained in this handbook should first check with Innovative College to make sure information is up-to-date and that you have the latest version of this document. Innovative College will not be liable for any loss or damage arising directly or indirectly from the possession, publication, use of or reliance on information obtained from distributed information. It is provided in good faith without express or implied warranty.

1. INTRODUCTION

This information booklet is made to help you with information about services provided by the College. This information will also help you see we want to provide a safe, fair and supported environment to participate in your English or Business course. For detailed information about the English courses, please refer to the website.

1.1 ABOUT THE COLLEGE AND OUR COURSES!

We are a specialist English (ELICOS provider) and business school for onshore/offshore students in Australia. The College has modern, up to date facilities, and boasts a team of qualified and dedicated teachers, including TESOL teachers. TESOL means Teaching English to Speakers of Other Languages. All our staff have a qualification in this subject and are ready to teach you with the latest methods and resources.

We are happy for you to join our college and our experienced staff and teachers provide every student with the best educational opportunity possible. We ask you to join us in continuing to focus on the mission and vision that has been established at Innovative College. With continued support and cooperation, we can pursue excellence in the academic achievements of all our students. Good luck in your studies!

Mission:

The College's mission is to:

- Deliver top-quality ELICOS and other programs in a fun and educational environment
- Provide each student with instruction in a safe and supportive environment
- Ensure all students receive the best-possible opportunity to progress as fast as possible in their skills

Our commitment to our students is to:

- be an excellent school that keeps getting better by focusing on continuous improvement
- continue to always comply with all State and Territory regulatory and legislative requirements
- maintain registration on the Commonwealth Register of Institutions and Courses for International Students (CRICOS)
- advertise and market our ELICOS and other courses honestly and with integrity
- provide accurate, relevant and up-to-date information when students, agents, the public and/or regulatory bodies both on our website and when enquired
- state our fees and charges on enquiry
- outline course fees and refund policy in the student terms and conditions/written agreement and website
- enrol applicants into its courses on the basis of access and equity
- provide modern facilities and equipment in a safe and healthy environment
- prohibit discrimination in any form towards any group or individual
- employ suitably qualified and experienced staff and to help them become better

- conduct fair, flexible, valid and reliable student assessments
- provide an assessment appeals procedure and opportunities for re-assessment
- provide academic support for students
- refer students to external expert advice for personal (non-academic) support where required
- encourage feedback and evaluation from stakeholders
- maintain accurate, confidential and secure teaching and financial records
- provide timely and accurate information to government agencies and funding bodies

Education Framework

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

The Australian Government requires students in Australia to have a safe, enjoyable and rewarding study. Australia's laws promote quality education and consumer protection for all students. These laws are known as:

- The ESOS framework and include the Education Services for Overseas (ESOS) Act 2000 and the National Code of Practice for Registered Authorities and Providers of Education and Training,
- The Standards for Registered Training Organisations and The National Vocational Education and Training Regulator Act 2011

Find out more about the ESOS Act at the following link

<https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Regulations/Pages/default.aspx#Education>

English for Academic Purposes – Course Code 110729K

Mode of Study

Students study full time face to face of delivery that integrates:

- 20 hours scheduled face to face classes per week during term time

Course Description

The English for Academic Purposes (EAP) course reflects the role of individuals with aspirations to study in more complex tertiary education environments and who are seeking to develop their academic English skills in order to prepare for these studies. The course is set into 2 levels, EAP 1 and EAP 2.

EAP 1 is suited to individuals who may have just missed out on an IELTS of 5.5 or equivalent and who desire to study in Vocational Education and Training.

EAP 2 is suited to individuals who may be preparing for studies in Advanced Diplomas and adult courses with technical terminologies. The level of an EAP 2 student at exit would be equivalent to the General English Advanced level, however the vocabulary and macro-skill focus of the courses is centered on Academic writing, speaking and reading.

Course Structure

EAP 1 and EAP 2 is a 26 weeklong course; there is a 2 week break between the levels, students who are wishing to gain entry into courses requiring an IELTS level of 5.5 or equivalent can exit at EAP 1 after 12 weeks. Student requiring entry into courses requiring an IELTS level of 6.0 or above can prepare for these programs by completing EAP 2

English Language Entry Requirements

- EAP 1 requires an IELTS score of 5.0 (or equivalent) OR completion of Innovative College Intermediate General English Intermediate
- EAP 2 requires an IELTS score of 5.5 (or equivalent) OR completion of Innovative College Upper-Intermediate General English OR completion of EAP 1

Approximate CEFR Entry/Exit level descriptors for the EAP course

EAP 1 = B1/B1+

EAP 2 = B1+/B2

Assessment

Formal assessment is held at the end of each study period in weeks 6 and 12 in conjunction with weekly reviews.

Learning Materials

Teaching/learning materials include:

- Standard TESOL textbooks – Face2face books along with supplementary resources
- Course Audio files & Internet resources
 - Assessment is benchmarked against the CEFR
 - Additional resources provided by college for supplementary activities

Course Fees

Please contact us at 0411 719 140 or innovativecollegensw@gmail.com for the most up-to-date course fees.

General English – Starter to Advanced – Course Code 110728M

Mode of Study

Students study full time face to face of delivery that integrates:

- 20 hours scheduled face to face classes per week during term time

Course Description

This course is intended for students wishing to learn English for a variety of different purposes. The macro-skills of Reading, Writing, Speaking and Listening will be studied in conjunction with a weekly activities program that allows students to work on their individual learning needs such as international test preparation, Australian English, employment-related English etc. The activities also enable students to associate with different students from different levels and classes on occasion in a guided learning environment to expand their personal networks within the college community.

Course Structure

There are 5 levels, and each level is 12 weeks in length.

Each 12-week level is divided in to two 6-week study periods. Classes can start on any Monday of a Study period (Weeks 1 & 7). Every 12 weeks of study there is a 1 to 2 week scheduled study-break. The ELICOS college closes for up to 4 weeks in the Christmas/New Year's Season.

Entry Requirements

- There are no entry pre-requisites for the General English program and students are placed in appropriate levels and classes on arrival.

- Innovative College will not be enrolling students under the age of 18

Students who are tested offshore via the Innovative College placement test and who need a more specific study pathway will still need to undergo the placement test on induction day. If students can provide an appropriate International Language test, they will be placed in the aligned CEFR-equivalent level (see chart below and/or chart on page 7.)

Approximate Entry/Exit level descriptors for GE course

CEFR entry/exit

Elementary = A1/A2

Pre-Intermediate = A2/B1

Intermediate = B1/B1+

Upper Intermediate = B1+/B2

Advanced = B2/C1

Assessment

Formal assessment is held at the end of each study period in weeks 6 and 12 in conjunction with weekly reviews.

Learning Materials

Teaching/learning materials include:

- Standard TESOL textbooks – Face2face books along with supplementary resources
- Course Audio files & Internet resources
 - Assessment is benchmarked against the CEFR
 - Additional resources provided by college for supplementary activities

Course Fees

Please contact us at 0411 719 140 or innovativecollegensw@gmail.com for the most up-to-date course fees.

IELTS Preparation – Course Code 110730F

Mode of Study

Students study full time face to face of delivery that integrates:

- 20 hours scheduled face to face classes per week during term time

Course Description

The 24 weeks program of the IELTS preparation course is designed to thoroughly prepare students to target an IELTS score of 5.5 and above.

Preparation for the Examination through this course offers an introduction to the types of texts and tasks encountered during the IELTS exam. However, the course is not merely designed to practice examination techniques, but also targets the required skills.

Students are exposed to a wide variety of materials covering several different academic disciplines and will learn how the task requirements of the IELTS Examination mirror the English Language requirements of tertiary study. The encouragement of independent learning within the course and the development of individual study plans for students also introduces the participants to the conventions of tertiary level study in Australia.

Course Structure

IELTS LOW and IELTS HIGH is a 26 weeklong course; there is a 2 week break between the levels. It is ideal for students who are wishing to gain entry into courses requiring an IELTS level of 5.5 or equivalent.

Students requiring entry into courses requiring an IELTS level of 6.0 or above can prepare for these programs by also completing EAP 2 at the end of this program.

English Language Entry Requirements

- IELTS low requires an IELTS score of 4.5 (or equivalent) OR completion of Innovative College General English Pre-Intermediate
- IELTS high requires an IELTS score of at least 5.0 (or equivalent) OR completion of Innovative College Intermediate General English

Approximate CEFR Entry/Exit level descriptors for the IELTS Preparation course

IELTS LOW = A2/B1

IELTS HIGH = B1/B1+

Assessment

Formal assessment is held at the end of each study period in weeks 6 and 12 in conjunction with weekly reviews.

Learning Materials

Teaching/learning materials include:

- Standard TESOL textbooks – Face2face books along with supplementary resources
- Course Audio files & Internet resources
 - Assessment is benchmarked against the CEFR and IELTS equivalencies*
 - Additional resources provided by college for supplementary activities

Course Fees

Please contact us at 0411 719 140 or innovativecollegensw@gmail.com for the most up-to-date course fees.

*NOTE: This IELTS preparation course is a thorough preparation for the one taking the exam, however, Innovative College does not and cannot guarantee a particular IELTS outcome for students.

Advanced Diploma of Business – Course Code 109233M

Mode of Study

Students study full time face to face of delivery that integrates:

- 20 hours scheduled face to face classes per week during term time
- additional self-study to revise and reinforce areas of knowledge, assessment research and assessment preparation and completion using online learning system

Course Description

The Advanced Diploma of Business reflects the role of individuals with significant experience in a senior administrative role who are seeking to develop expertise across a wider range of business functions.

The qualification is suited to individuals who possess significant theoretical business skills and knowledge and wish to consolidate and build pathways to further educational or employment opportunities.

Course Structure

BSB60120 Advanced Diploma of Business consists of ten (10) units of competency, comprising 5 core units and 5 elective units, in accordance with the packaging rules.

Unit of Competency

Core Units:

- BSBCRT611 Apply critical thinking for complex problem solving
- BSBFIN601 Manage organisational finances
- BSBOPS601 Develop and implement business plans
- BSBSUS601 Lead corporate social responsibility
- BSBTEC601 Review organisational digital strategy

Elective Units:

- BSBLDR601 Lead and manage organisational change
- BSBCRT511 Develop critical thinking in others
- BSBSTR601 Manage innovation and continuous improvement
- BSBTWK601 Develop and maintain strategic business networks
- BSBCMM511 Communicate with influence

Entry Requirements

Applicants must have completed a Diploma or Advanced Diploma from the BSB Training Package (current or superseded equivalent versions) or have two years equivalent full-time relevant workplace experience in an operational or leadership role in an enterprise.

International students must be 18 years of age or above and provide evidence the following published entry requirements as stated below:

Academic Entry Requirements:

- Year 12 or equivalent, and

English Language Entry Requirements:

- IELTS score 6.0 minimum (no lower than 5.5 in each band) or equivalent
- Innovative College Advanced OR Innovative College EAP 2

Career Opportunities

Graduates at this level will have the skills for specialised work. Job roles and titles may vary but can include:

- Business Development Manager
- Business Analyst

Education Pathways

After successfully achieving BSB60120 Advanced Diploma of Business, candidates may undertake a relevant bachelor's degree (or post-graduate certificate in business with a university or higher education provider).

Exit Point/Award

Students who successfully complete all 10 units of competency as stated in the Course Structure will be issued with BSB60120 Advanced Diploma of Business. This qualification is recognised nationally under the Australian Qualifications Framework (AQF).

Students who complete some but not all the units of competency as stated in the Course Structure may be issued with a Statement of Attainment. It will identify only those units of competence that have been completed as part of the qualification and recognised nationally under the AQF.

Recognition of Prior Learning (RPL) and Credit Transfers

Fast track your way to a formal qualification by earning credit for what you already know. If you believe you have related skills or have relevant units/qualifications obtained in previous successful studies, please indicate on your [application form](#) that you wish to apply for RPL/Credit.

Innovative College recognises qualifications and Statements of Attainment issued under the Australian Qualifications Framework (AQF) by a Registered Training Organisation (RTO).

Course Fees

Please contact us at 0411 719 140 or innovativecollegensw@gmail.com for the most up-to-date course fees.

General English Course Objectives and Outcomes

The following Course Objectives have been published for each level by the text developer and will be the broad course objectives for each level of the General English program.

1. Each level has objectives mapped to the CEFR – these are the best outcomes a student in the course could have as they are a practical guide and are based on international benchmarking.

International CEFR benchmarking can be accessed here:

<http://ebcl.eu.com/wp-content/uploads/2011/11/CEFR-all-scales-and-all-skills.pdf>

2. The basic framework of the CEFR 'can-do statements' serves as the language in the descriptors of course certificates and reports to students in order to ensure that ELICOS graduates have a meaningful guide as to the value and level of their course according to international language criteria.
3. These objectives are freely available to the students and expressed in learner-oriented terms as they are published in the student book (students have a copy of their respective course book at enrolment)
4. The General English program is divided into a number of components which will be in evidence throughout the total 72 study weeks of the course. This is intended as a unifying structure,

giving the 6 levels of the course a consistency of approach identifiable to both teachers and students.

5. The course comprises the following components:

- Theme-based language development from core textbook
- Teacher Designed Language Extension of Macro-Skill Areas / Skills Development
- Activities program
- Self-Access Sessions
- Mid-Study-Period and End-of-Study-Period Testing based on professionally developed exams provided in Core Text (Face2Face series) – these are benchmarked to the CEFR for each respective levels as per the table below in **Learning Outcomes**

The most simplistic version of the learning outcomes of the course are based largely on the ‘can-do’ statements available in the Common European Framework of Reference (CEFR) – This decision has been made due to the fact that the Core Texts – (**Face2Face**) have weekly quizzes and professionally developed mid-course and end-of-course assessment tools which are mapped to the CEFR and in turn the specific levels within the course. This will mean you will be partaking in focused studies that are able to prove which language (CEFR) level you are at by the end of your course.

1.2 INFORMATION ABOUT INNOVATIVE COLLEGE

Addresses:

HEAD OFFICE and Advanced Diploma of Business Classes:

4 Marsh Street, Clyde, NSW 2142, Australia

ALL ELICOS CLASSES – EAP, IELTS, General English

87 Fennell Street, North Parramatta, NSW, 2151

Parking: Whilst you are attending our site by vehicle, you will need to park in the side streets/parking lots that are adjacent to our premises. Please note that this is paid parking and is monitored by Parking Inspectors.

Public Transport: Use the trip planner link and enter your campus address for travel information

Find more information here: <https://transportnsw.info/trip#/trip>

Website: www.innovativecollegensw.com.au

Lunch Options: There are many restaurants and cafes in the area such as, usually only a 5-minute walk or less.

Teachers: Our teaching staff are well-qualified, dedicated TESOL professionals Their teaching styles are continually upgraded by doing a professional development program that is suited to their needs.

This means that we will help our teachers, who are already very good, to continue to get even better while working with our college.

When you study with Innovative College, your teacher will be there to help both academically and personally. Even if you have a problem not related to your English studies, we are happy to do our best to help. Please talk to a staff member if you are feeling sad, sick, or stressed and we will try and help you.

Medical: Rosehill Family Medical Practice (GP), St Joseph's Hospital Auburn (Hospital)

Religion: A number of religious services are in the area:

Temple address: CAPS Shri Swaminarayan Mandir, Hindu Temple, Rosehill NSW

Church address: St Ioannis Greek Orthodox Church, 163-165 George St Paramatta NSW

Jehovah's Witnesses address: Granville Kingdom Hall of Jehovah's Witnesses, Jehovah's Witness Kingdom Hall, Granville NSW

Mosque address: Parramatta Mosque, 150 Marsden St, Paramatta NSW

Shopping: A terrific shopping centre in our area is Westfield Paramatta

Recreation: Some great places to see and do around the local area include:

Cinema: Event Cinemas at Westfield Paramatta NSW

Theme parks (in Sydney): Luna Park, Wet and Wild in Sydney

Local Parks and the Parramatta River

Beach: Australia is the land of beaches

Bush walking: Paramatta lake side bush walk

!!!Every Sunday transport rides in Sydney costs \$2.50 only and you can enjoy a Ferry ride from Paramatta to city in this cost, only one time deduction of fare from Opal card!!!

Homestay: Our recommendation for homestay is to use the Australian Homestay Network. You can find this here: <https://www.homestaynetwork.org/sydney-pricing/>

Innovative College general information:

- Student Services Officer: The SSO is the point of contact for students with questions about any of Innovative College's support services.
- In case of fire or any other emergency, please follow the instructions given by your teacher or other Innovative College staff member.
- Check college notice boards every day for any updates, important information, results etc.
- Always follow the rules and regulations displayed on notice boards, in classrooms and near facilities like the computers, printers, photocopiers etc.

- Do not leave valuables unattended. Innovative College is not responsible for any damaged, lost or stolen items.

1.3 ORIENTATION

On the first day of school, you will complete an Induction / Orientation which will cover such things as:

- Understanding of Rules, Regulations and Expectations of you to complete your course
- Evacuation procedures
- Familiarisation of the site and Facilities, Staff, Teachers, along with support staff
- Course Timetable outlining classroom and lesson times
- Know how and where to access information
- Funding responsibilities where applicable
- Undertake a Language Proficiency (Placement) Test

1.4 ASSESSMENT

At Innovative College, assessment is conducted using a combination of: Written Knowledge as well as the 4 English macro skills of Speaking, Listening, Reading, Writing; as well as use of grammar.

You will be given feedback on the outcome of each assessment by your ELICOS teacher. During the course your individual assessment results are maintained by your teacher and you are welcome to access them at any time by asking your teacher

Re-assessment

Students who are assessed as not yet satisfactory are to be provided with written feedback to assist them to identify the gaps in their knowledge and skills to be addressed through further classes. These students are to be provided with additional academic counselling to target specific gaps in their English language skills and prepare them for additional assessment.

Students requiring additional learning support are to be brought to the attention of Innovative College's management so the progress of the student can be monitored closely and additional support services can be applied well before it becomes necessary to impose an additional fee for re-assessment. This is called an intervention strategy. Where students repeatedly do not demonstrate competence following significant learning and assessment support, a student's enrolment could be questioned, and an enrolment may be cancelled if there are no compassionate and compelling circumstances.

1.5 CONDITIONS OF ADMISSION

- You must be 18 years of age or older.

- You are required to have four years of secondary education equivalent to the Australian School Certificate level.

We advise that prior to commencement of study with Innovative College, you will need to apply for your student visa using a copy of this signed letter and an electronic Confirmation of Enrolment (eCoE) that our office will send to you following Innovative College admission approval. You will have an Orientation Program including a Placement Test when you first arrive at Innovative College. The Orientation Program is designed to provide you with more information about your course and Australian student visa rules, and to introduce you to Innovative College staff, teachers, policies, procedures and the local area.

1.6 SELECTION CRITERIA

Innovative College staff and approved agents recruit students in an ethical manner in line with Innovative College access and equity policy.

All overseas students must meet the requirements outlined in the course documentation and described in the Conditions of Admission section of this Handbook. During the selection process, students will be given the following information:

- Course details
- Learning and assessment methods
- Fees and refunds
- Facilities and services
- Legislation and regulations, including visa requirements
- Support services, including complaints and appeals processes
- Briefing about Australia and cost of living (overseas students only)

1.7 USE OF RECRUITMENT AGENTS

Innovative College appoints education agents to promote courses to prospective students. Agents are responsible for providing the information outlined in the selection criteria prior to enrolment. Education agent details are published on our website. If an agent charges their own fees to students (in addition to Innovative College's tuition and non-tuition fees), those fees remain the responsibility of the agent. Innovative College is not responsible for an education agent's own fees and does not protect or refund those fees under any circumstances.

If you pay the tuition and non-tuition fees required for your enrolment (as set out in the Letter of Offer and Student Agreement) to an agent, Innovative College will not issue your Confirmation of Enrolment (CoE) until your agent has transferred those fees in full to Innovative College.

1.8 ENROLMENT PROCEDURE

Information is provided to you about your course prior to completing an enrolment form.

Information will include such things as: course costs and any other fees, duration of course, locations, modes of delivery, any work placement arrangements and if the course is being delivered by a third party.

An enrolment form may be posted/emailed or completed on the premises. A completed enrolment form is to advise all details necessary to register a student. If you do not complete all sections of the enrolment our staff will contact, you to complete prior to registration.

Fees are payable when you receive a confirmation of enrolment. If fees are paid with the enrolment form and prior to receiving your confirmation of enrolment, these fees are held and receipted.

Payment of fees options and/or payment plans are finalised and sent with the confirmation letter of enrolment and must be approved before commencing study.

Electronic Confirmation of Enrolment

Once payment has been received, Innovative College will forward the electronic confirmation of enrolment (eCoE) to the student. The student will then need to submit the eCoE and all the documents required with the student visa application to the Australian High Commission.

If a student pays the tuition and non-tuition fees required for their enrolment (as described in the Letter of Offer and Student Agreement) to an Agent, Innovative College will not issue the student's Confirmation of Enrolment (CoE) until the Agent has transferred those fees in full to Innovative College.

1.9 FINANCIAL REQUIREMENTS FOR OVERSEAS STUDENTS

It is important that you review the Evidence of Funds page on the website of the Department of Home Affairs (<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#HowTo>) to determine your 'financial capacity requirements' – this means proof that you have sufficient funds for your study in Australia.

Depending on your home country, you may be required to sign a declaration and/or provide evidence that you have sufficient funds to cover expenses including your full tuition costs, your travel costs to and from Australia, your living costs in Australia, and/or other expenses.

As of 01 July 2019, the Department of Home Affairs estimates 12 months of living costs in Australia for one adult overseas student/guardian as to total AUD\$20,209. (This does not include any visa-, study- or travel-related expenses: it represents day-to-day living costs)

Bringing Your Family with You

If you intend to bring family members with you, each of them will also need to have a visa and be covered by health insurance. Family members include your partner/spouse (married or de facto) and your children under 18 years of age. You will need to provide proof of your family relationships with

official documents including birth certificates and marriage certificates. For more details, visit <http://www.homeaffairs.gov.au/>.

Students with Partners/Spouses

As of 01 February 2018, the Department of Home Affairs estimates 12 months of living costs in Australia for the partner/spouse of an overseas student to total AUD\$7,100. (This does not include any visa-, study- or travel-related expenses: it represents day-to-day living costs only.) You will need to add this to your total required funds if your partner/spouse is coming to Australia with you. Please refer to the Department of Home Affairs (<http://www.homeaffairs.gov.au/trav/stud/more/student-visa-living-costs-and-evidence-offunds>) for more information.

Students with Dependent Children

As of 01 February 2018, the Department of Home Affairs estimates 12 months of living costs in Australia for the child of an overseas student to total AUD\$3,040 per child. (This does not include any visa-, study- or travel-related expenses: it represents day-to-day living costs only.) You will need to add this to your total required funds if your child is coming to Australia with you.

School-Aged Dependent Children

If school-aged children are included in your student visa application, schooling costs of AUD\$8,000 per year for each child will need to be added to your total required funds. This amount is the minimum required for a visa application only; you are responsible for researching schooling costs, which may vary widely between states, territories and schools in Australia. These are in addition to living costs. School fees apply to most dependents of temporary residents in New South Wales. For further information, including information about possible exemptions, visit the DE International website at <http://www.decinternational.nsw.edu.au> . To find out more about application processes and costs, go to: <https://immi.homeaffairs.gov.au/>

Dependent Children Requiring Childcare

If you have dependent children included in your visa application who will need to attend childcare in addition to or instead of school, you should be aware that typical childcare costs (which are distinct from and in addition to schooling costs and living costs) in Sydney are as follows:

- Centre-based childcare: \$100+ per day
- Family day care: \$12+ per hour
- Nanny: \$15+ per hour
- Au pairs (living in your home): \$500 to \$600+ per week

For more information, go to the Australia Government's MyChild website <https://www.mychild.gov.au/> This site includes a costs calculator that may be helpful to you as you plan your finances.

Additional Information

Note that all the figures above are indicative only, and that costs can vary significantly depending on where you live in Australia. You should be prepared in case your living costs are greater than the indicated figures.

2. TUITION AND NON-TUITION FEES AND REFUNDS

A non-refundable Enrolment Application fee of AUD\$300 is required to process your application.

You can find up-to-date information about tuition fees and non-tuition fees on the Enrolment Application Form and Innovative College's website. Please note that fees may be subject to change without notice and any changes will be published in advance on Innovative College's website.

All tuition fees and non-tuition fees must be paid in Australian Dollars (AUD).

These fees and charges will be shown in your Letter of Offer and Student Agreement once your application is accepted, and in the invoice that you receive on enrolment. You can pay your fees by cheque, money order, credit card (excluding Diners and AMEX) or direct bank deposit.

All pre-paid fees are protected in line with the ESOS Framework that regulates the standards for provision of education to overseas students.

You are responsible for keeping copies of receipts of any payments for tuition fees or non-tuition fees.

2.1 EDUCATION AGENTS

If you use an education agent and that agent charges their own fees to students (in addition to Innovative College's tuition and non-tuition fees), those fees remain the responsibility of the agent. Innovative College is not responsible for the agent's own fees and does not protect or refund those fees under any circumstances.

Please note that if you pay the tuition and non-tuition fees required for your enrolment (as set out in the Letter of Offer and Student Agreement) to an agent, Innovative College will not issue your Confirmation of Enrolment (CoE) until your agent has transferred those fees in full to Innovative College.

2.2 TUITION AND NON-TUITION FEE DETAILS

Innovative College is entitled to charge fees for items or services provided to students undertaking a course of study. These charges are generally for items such as course materials or textbooks, student

services and training and assessment services. For a full list of current fees and charges please request a copy of Innovative College's schedule of fees and charges.

These will have been explained to you prior to enrolment.

Innovative College protects fees paid in advance by overseas students. Overseas student fee protection is ensured as follows:

- All tuition and non-tuition fees will be held in a separate bank account that can only be drawn down when the student commences. The tuition and non-tuition fees are held separately from the day-to-day operating expense accounts, so that if a refund is payable before the student commences, the refund can be made in full and in a timely way without impact on the financial operations of the business or recourse to the tuition protection system
- Innovative College does not require overseas students to pay more than 50% of tuition fees prior to course commencement. (Students may choose to pay more than 50 per cent of their tuition fees before the course commences, if permitted under the ESOS Act.)
- Upon application, students are required to pay a non-refundable AUD\$200 Enrolment Application Fee.
- Upon signing and returning the Letter of Offer and Student Agreement, students are required to pay 50% of tuition fees.
- The balance of tuition fees must be paid on the date of course commencement.
- Re-issue of a Certification of Completion (or Partial Completion) is AUD\$100.
- Innovative College pays into the Tuition Protection Service (TPS) provided by the Australian Government.
- If you use an education agent and that agent charges their own fees to students (in addition to Innovative College's tuition and non-tuition fees), those fees remain the responsibility of the agent. Innovative College is not responsible for the agent's own fees and does not protect or refund those fees under any circumstances.

Fees payable

Fees are payable when you receive notification of enrolment. Initial fees must be paid in full within five days of receiving this notification or a negotiated payment plan must be put in place. We reserve the right to discontinue your lessons if the fee is not paid as required.

Payment method

Innovative College accepts payment for fees using:

- Credit Card
- Electronic Funds Transfer (account details available on request)
- Cheque (made payable to Innovative College)
- Payment in cash is discouraged, however is acceptable where other options are unavailable
- Payment plans are available – request to discuss with our Finance section for further details and options.

Inclusions in tuition and non-tuition fees

Details are included in the Letter of Offer and Student Agreement that you are required to sign prior to commencement of your course to indicate acceptance of the offer of enrolment and the terms and conditions specified.

Tuition and non-tuition fees include all administration, mandatory materials (including textbooks) and tuition fees. Any optional textbooks or materials that may be recommended but are not required for completion of the course are not included in the tuition and non-tuition fees.

Upon signing and returning the Letter of Offer and Student Agreement, students are required to pay 50% of tuition fees. The balance of tuition fees must be paid on the date of course commencement.

Please note: Tuition and non-tuition fees do not include Overseas Student Health Cover (OSHC) or accommodation fees.

Late payment and non-payment of fees

Innovative College may suspend or cancel a student's enrolment on the basis of the student's failure to pay an amount the student was required to pay Innovative College to undertake or continue the course as stated in the Letter of Offer and Student Agreement and in accordance with Innovative College's Fees and Refunds Policy and Procedures and Deferral, Suspension and Cancellation Policy and Procedures.

If you are having trouble with paying your fees, you are invited to call our office to discuss alternative arrangements for payment that would allow you to continue your studies uninterrupted, while not causing undue hardship to Innovative College.

Innovative College reserves the right to suspend or cancel the enrolment of students due to non-payment of fees where no alternative arrangements for payment have been made. Overseas students whose enrolment is suspended or cancelled for non-payment of fees will be reported to Department of Education and Training via PRISMS under student default. Students have the right to appeal this decision within 20 working days in accordance with the Complaints and Appeals Policy and Procedures.

If you do not appeal against the decision to report you, or if your appeal is unsuccessful or you withdraw from the process, Innovative College will report you to the Department of Education and Training via PRISMS for non-payment of fees. This action automatically alerts the Department of Home Affairs and may have an effect on your visa. For more information about your visa, you should go to the Department of Home Affairs website (<http://www.homeaffairs.gov.au/trav/stud>) or call them on 131 881.

Please note the following additional considerations related to provider-initiated suspension or cancellation of an overseas student's enrolment, per Standards 8, 9 and 10 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code 2018):

- Innovative College may suspend or cancel a student’s enrolment including, but not limited to, on the basis of the student’s failure to pay an amount the student was required to pay Innovative College to undertake or continue the course as stated in the Letter of Offer and Student Agreement
- The suspension or cancellation of the overseas student’s enrolment in these circumstances cannot take effect until the internal appeals process is completed, unless the overseas student’s health or wellbeing, or the wellbeing of others, is likely to be at risk

Issuance of Certificate of Completion (or Partial Completion)

The student will be issued with a Certificate on completion of their final English proficiency level.

If the student does not complete all units required for the Qualification or only achieves some units a Statement of Attainment will be issued.

Innovative College will issue all Certificates and Statements of Attainment in line with the Australian Qualifications Framework (AQF) within 30 business days of a student completing their course and being deemed competent.

Innovative College will only issue Certificates of Completion or Partial Completion for course that are registered on CRICOS with Innovative College.

Students are responsible to ensure that all fees are paid in full before Innovative College will produce and release a certificate

On completion (or withdrawal) of your course and payment of final fees, we will issue you with a Certification of Completion (or Partial Completion) within 10 working days. This will include:

- The CRICOS course name
- Your dates of study, course duration and levels of achievement or proficiency
- Innovative College’s name and contact details
- The name and signature of the Academic Manager of Innovative College
- A plain English explanation of the terms used in awarding grades at all levels

Innovative College reserves the right to withhold the issuance of the Certification of Completion (or Partial Completion) until all tuition and non-tuition fees related to the course the Certification of Completion (or Partial Completion) relates to have been paid, except where Innovative College is not permitted to do so by law.

Re-Issuing Certificate of Completion (or Partial Completion)

Records of Certificate of Completion (or Partial Completion) are kept on record for a period of at least thirty (30) years. Students can request copies of these at any time for an additional charge. The current fee for the re-issue of a Certification of Completion (or Partial Completion) is AUD\$50.

2.3 REFUNDS

Students who cancel their enrolment must notify Innovative College in writing via email or letter at the soonest opportunity.

Refunds depend on the type of study and any funding you are receiving. Please refer to your terms and conditions/written agreement.

Students are encouraged to check the terms and conditions of their enrolment provided at induction.

Students are advised to consider alternative options such as requesting to suspend their enrolment and re-commencing at a more convenient start date.

Students also have the right to lodge an appeal should their request for withdraw be denied.

Replacement of textbooks

Students who require replacement of issued textbooks will be liable for additional charges to cover the cost of replacement. For a full list of replacement charges please refer to Innovative College's schedule of fees and charges.

Where a student has purchased a text or training workbooks and subsequently cancels, Innovative College will not refund monies for the text.

Students who wish to seek a refund or have the amount they owe on their fees reduced must apply to Innovative College using the Refund Application Form. **If your refund is approved, you can have it paid to you or you can nominate another trusted person to receive the money if you prefer. You are asked to specify the recipient (yourself or someone else) and provide the recipient's contact and bank details on the Refund Application Form.**

Innovative College will:

- Assess your request fairly and in accordance with the Fees and Refunds Policy and Procedures
- Issue you with the decision in writing, using the Notice of Refund Decision letter within 10 working days of receipt of the Refund Application Form
- If the refund was approved, detail how the refund was calculated and issue the refund within 10 working days of receipt of the Refund Application Form
- If the refund was not approved, explain the reason for the decision and your right to lodge an appeal of the decision within 20 working days of the date of the Notice of Refund Decision letter, in accordance with Innovative College's Complaints and Appeals Policy and Procedures
- Require you to accept the decision in writing and give you a copy of the decision for your records
- Maintain our records of the decision, the acceptance and any refunds paid to you for at least 2 years after you ceases to be an accepted student

Homestay Accommodation

- Our recommendation for homestay is to use the Australian Homestay Network. You can find this here: <https://www.homestaynetwork.org/sydney-pricing/>
- All homestay accommodation fees must be paid to the agent unless otherwise advised by the agent. Requests for refunds of homestay accommodation fees must be made to the agent. Innovative College does not guarantee or refund any homestay accommodation fees.

Refunds prior to course commencement

- 100% refund where student is refused a visa
- 100% refund where Innovative College cancels the course prior to commencement
- 80% refund where a student withdraws 29 days or more before course commencement
- 50% refund where a student withdraws 0 – 28 days before the course commencement.

Innovative College may consider written requests for refunds due to compassionate and compelling circumstances and may increase the refund amount.

Refund after course commencement

- A partial refund will be paid in the event of Innovative College default. The refund will be calculated from the day of the default as per section 7 of the ESOS Act (Calculation of Refund) Specification 2014. The student will be refunded the weekly tuition fees multiplied by the number of weeks the provider is in default
- If a student is refused a visa but has already commenced their course, non-tuition fees will not be refunded. However, tuition fees will be refunded from the day of the student default as per Section 7 of the ESOS Act (Calculation of Refund) Specification 2014. The student will be refunded the weekly tuition fees multiplied by the number of weeks the student is in default.

Innovative College may consider written requests for refunds due to compassionate and compelling circumstances as indicated above and may increase the refund amount.

Other circumstances where no refund (0%) will be provided

- If a student is refused a visa and the reason for the refusal is:
 - Did not start the course at the location on the agreed starting day or
 - Withdraws from the course at that location or
 - Did not pay the tuition and non-tuition fees due
- Innovative College terminates a student's enrolment because of a failure to comply with Innovative College's policies, unsatisfactory academic progress or attendance
- If a student is in breach of their student visa conditions
- If a student has supplied incorrect, false or misleading information.
- Innovative College may consider written requests for refunds due to compassionate and compelling circumstances as indicated above and may increase the refund amount.

Refunds of fees for optional services

- The airport pick-up fee of AUD\$200 and the accommodation placement fee of AUD\$200 are not refundable under any circumstances.

- Requests for refunds of homestay accommodation fees must be made to the agent. Innovative College does not guarantee or refund any homestay accommodation fees

2.4 COMPASSIONATE AND COMPELLING CIRCUMSTANCES

Innovative College may consider written requests for refunds due to compassionate and compelling circumstances and may increase the refund amount beyond the levels detailed above.

Acceptance of money appropriately refunded within the amounts detailed above does not preclude an application for compassionate and compelling circumstances and you must first apply for refunds of amounts as detailed previously unless a refund of 0% is applicable.

Applications for refunds beyond the levels detailed above will be deemed to be denied if you do not appeal within 20 working days.

Applications for refunds beyond levels detailed above must provide details and appropriate verifiable evidence of the compassionate and compelling circumstances that support the reasons for withdrawal, namely that the circumstances:

- Are beyond your control; and
- Do not make their full impact on you until on or after the course commencement; and
- Make it impracticable for you to complete the requirements for the course during the period during which you undertook or were to undertake the course.

Compassionate or compelling circumstances are generally those beyond your control and which have an impact upon your course progress or wellbeing. These could include, but are not limited to:

- Serious illness or injury, where a medical certificate states that you were unable to attend classes
- Bereavement of close family members, such as parents or grandparents (a death certificate should be provided where possible)
- Major political upheaval or natural disaster in your the home country requiring emergency travel, and this has had an impact on your studies
- A traumatic experience that has had an impact on you, such as involvement in or witnessing of a serious accident, or witnessing or being the victim of a serious crime (these cases should be supported by police or psychologists' reports)
- Where you are unable to begin studying on the course commencement date due to delay in receiving a student visa

If you believe that you qualify for an additional refund due to compassionate and compelling circumstances, you must submit a written request using the Refund Application Form and attach a written description of your compassionate and compelling circumstances and any evidence thereof.

If the compassionate and compelling circumstances have been confirmed and an additional refund is approved, Innovative College will refund the total amount of all tuition and non-tuition fees received for the course less whichever is the lower amount of 5% of the total amount of the fees (tuition and non-tuition) or the sum of \$500, which can also be waived at the discretion of Innovative College.

Requests for refunds of homestay accommodation fees must be made to the agent. Innovative College does not guarantee or refund any homestay accommodation fees, even where compassionate and compelling circumstances are found to exist.

2.5 OUTCOMES OF REFUND DECISIONS

Within 10 working days of receipt of your completed Refund Application Form, Innovative College will review the application and supporting documents, and issue you with a Notice of Refund Decision that will explain:

- Whether or not the refund was approved
- If it was approved, the amount of the refund and a detailed explanation of how the refund was calculated
- If it was not approved, the reasons for the refusal and your right to appeal the decision in accordance with Innovative College's Complaints and Appeals Policy and Procedures

If the refund was approved, Innovative College will issue the refund or adjustment notice within 10 working days of receipt of the Refund Application Form.

3. STUDENT SERVICES

Innovative College staff are ready to provide friendly and helpful advice covering all aspects of a student's life in Australia, including academic, cultural and social issues. We can help with issues like accommodation, homesickness and culture shock, as well as with career advice, learning support and counselling.

The SSO is the first point of contact for students with questions about any of Innovative College's support services

3.1 WELFARE AND GUIDANCE SERVICES

Airport pick-up (optional)

Innovative College can provide an airport pick-up service if required. Students who need this service must make prior arrangements. **The airport pick-up fee of AUD\$200 is non-refundable.** Please contact Innovative College for more information or to make a booking.

Homestay accommodation (optional)

Our recommendation for homestay is to use the Australian Homestay Network. You can find this here: <https://www.homestaynetwork.org/sydney-pricing/>

All homestay accommodation fees must be paid to the agent unless otherwise advised by the agent. Requests for refunds of homestay accommodation fees must be made to the agent. Innovative College does not guarantee or refund any homestay accommodation fees.

Excursions

Innovative College has approximately one excursion per month as part of our ELICOS program. These are part of your class-time studies and will include opportunities to experience local culture.

There is sometimes a small cost for transport or admission, but you will be informed of this in advance.

Assisting with student visas

At Innovative College, we give free information to students who would like to apply for student visas and visa extensions. We regularly update Department of Home Affairs information on the notice board.

Medical check-up bookings

When a student needs to get a medical check-up for their visa extensions we can advise where to attend.

Opening a new bank account

When students first arrive in Australia, we can help them to open a new bank account if needed.

Welfare services and referrals

We can also offer you a range of welfare services to help with the mental, physical, emotional and social well-being of overseas students. These services may include, through referral, information/advice about accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress management. It may also include advice on academic and future progress advice for after your English studies.

Innovative College will provide you the opportunity to access these welfare services throughout your study. These services will be provided at **no additional cost to you**. If we refer you to external support services, we will not charge you for the referral; however, you will pay for any on-going costs associated with the referral. Where possible we will try to offer you counselling and advice internally at no cost.

A list of useful contacts follows on the next pages. This includes contact information for people and institutions that may be able to help you throughout your stay in Australia. You are encouraged to make a copy of this information and keep it near your phone at home.

3.2 STUDENT FACILITIES

Computer facilities

All students at Innovative College can use computers and audio-visual equipment. Enrolled students are given access to free Internet, a variety of software, and printing and e-mail facilities. There are also some English language learning programs and links to websites on the student computers

Suggestion box

A suggestion box will also be available for students to give valuable suggestions to Innovative College. Students' suggestions are constantly reviewed, and appropriate improvements are implemented, as part of Innovative College's commitment to continuous improvement.

Kitchenette

There is a common kitchenette in the college where students can have a snack between classes. It is equipped with a microwave, a small oven and a kettle as well as kitchen supplies.

Reference library

To supplement their own textbooks, students have access to Innovative College's library of textbooks and reference books. Access is organized via your teacher.

3.3 ACADEMIC SUPPORT SERVICES

Innovative College can provide academic support to students who request it or are found to need it. This support may include:

- Receiving additional teaching support
- Reviewing learning materials with the student and providing information to students and in a context that they can understand
- Providing extra time to complete tasks
- Providing access to supplementary or modified materials
- Providing supplementary exercises to assist understanding
- Attending academic skills programs
- Attending tutorial or study groups
- Receiving individual case management
- Attending counselling
- Receiving assistance with personal issues which are influencing progress
- Referral to external organizations where Innovative College is unable to address the identified learning or academic issues
- Being placed in a suitable alternative course If you feel that you would benefit from academic support, you can speak to your teacher or the SSO for more information

4. COMPLAINTS AND APPEALS

4.1 COMPLAINTS

What is a complaint?

A complaint is feedback about services or staff which has not been resolved locally. A complaint may be received by Innovative College in any form and does not need to be formally documented by the

complainant for action to occur. Complaints may be made by any person but are generally made by students and/or employers.

Complaints and appeals may include, but are not limited to, Academy marketing, application and enrolment processes, academic matters, discrimination, access and conditions, training and assessment, support services, facilities, bullying or harassment.

Innovative College welcomes your feedback and suggestions on our services. We respond in a constructive and timely manner to all substantiated complaints and appeals against decisions made by us.

Innovative College supports your right to lodge a complaint or appeal and will not restrict that right in any way. Innovative College will do everything possible to address any complaint or appeal in an unbiased, professional manner. The right of appeal applies to intending students where it relates to financial interests of students.

Making complaints & appeals

Innovative College is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if necessary.

Complaints should be made in writing using the Complaints and Appeals Form. The PEO will then review the complaint, record the details of the complaint on the Complaints Register, and commence process of investigation within 10 working days of receiving the completed Complaints and Appeals Form.

The investigation may include such processes as requesting additional information from the complainant, respondent or other involved parties. This may be in writing, over the phone, or face-to-face. Where the meeting is face-to-face, the complainant may be accompanied by a support person. If the matter is in relation to a third-party delivering Services on behalf of the registered provider, the third party should be involved in the resolution of the complaint.

The PEO will review the information and decide on an appropriate response. Where deemed necessary by the PEO, the matter may be reviewed by other members of the management team to arrive at an appropriate resolution.

The complaint must be completely resolved within 60 calendar days of receipt of the completed Complaints and Appeals Form. If the matter is particularly complex and it is going to take longer to resolve, the complainant is to be advised in writing, along with reasons for the extra time. The complainant must then be provided with updates on progress on a weekly basis thereafter until the matter is resolved.

Within 10 working days of concluding the investigation and review, the PEO will provide a written response to the complainant using the Notice of Complaint Decision letter, including:

- Innovative College's understanding of the complaint
- The steps taken to investigate and resolve the complaint

- Decisions made about resolution, with reasons for the decisions made
- Areas that have been identified as possible causes of the complaint and improvements to be recommended
- The complainant's right to access Innovative College's Complaints and Appeals process within 20 working days of the date of the letter if they are not satisfied with the outcome of the complaints process.

The PEO will then update the Complaints Register so it includes the outcome of the complaint and update the Continuous Improvement Register for any improvements to be made as an outcome, in accordance with the Quality Assurance Policy and Procedures (if applicable). The complaint and its outcome will be discussed at the next management meeting, and the PEO will document staff-related issues in the staff files (if applicable).

In the case of complaints made by students, Innovative College will maintain records of the complaint and all related documents on the student's file for at least 2 years after the person ceases to be an accepted student.

Early resolution of complaints & appeals

Issues that arise during training and assessment can be a source of frustration or maybe in dispute. These should attempt to be resolved at the time, between the persons involved. Sometimes, it will not be possible and in these cases you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

4.2 APPEALS

What is an appeal?

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

Appeals should be made in writing using the Complaints and Appeals Form. The PEO will then review the appeal, record the details of the appeal on the Appeals Register, and commence the process of investigation within 10 working days of receiving the completed Complaints and Appeals Form.

For all types of appeals:

- Within 10 working days of concluding the investigation and review, the PEO will provide a written response to the appellant using the Notice of Appeal Decision, including:
 - The Innovative College's understanding of the reasons for the appeal
 - The steps taken to investigate and resolve the appeal
 - Decisions made about resolution and reasons for the decisions
 - If relevant, areas that have been identified as possible causes of the appeal and improvements to be recommended

- Their right to the external appeals processes and where to find more information on it
- For overseas students, any impact on their enrolment status and/or student visa (if applicable)
- The appeal must be resolved within 60 calendar days of receipt of the completed Complaints and Appeals Form. If the matter is particularly complex and it is going to take longer to resolve, the appellant must be advised in writing along with reasons for the extra time. They must be provided with progress updates on a weekly basis thereafter until the matter is resolved.
- The Department of Education and Training will be notified through PRISMS of any impact on the student's enrolment status (if applicable). Note that any provider-initiated suspension or cancellation of an overseas student must abide by the following special conditions:
 - Innovative College may suspend or cancel a student's enrolment including, but not limited to, on the basis of:
 - misbehaviour by the student
 - the student's failure to pay an amount the student was required to pay Innovative College to undertake or continue the course as stated in the written agreement
 - a breach of course progress or attendance requirements by the overseas student which must occur in accordance with Standard 8 (Overseas student visa requirements) of the National Code 2018.
 - The suspension or cancellation of the overseas student's enrolment in these circumstances cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk
 - Further to this, Innovative College only reports unsatisfactory course progress or unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if:
 - the internal and external complaints processes are completed, and the decision or recommendation supports Innovative College, or
 - the overseas student chooses not to access the internal complaints and appeals process within the 20 working days period, or
 - the overseas student chooses not to access the external complaints and appeals process, or
 - the overseas student withdraws from the internal or external appeals processes by notifying Innovative College in writing.

Appeals against assessment decisions

In the case of appeals against assessment decisions, the original assessment decision will be reviewed by having an assessor (independent of the original decision) mark the assessment task again. The assessment decision made during the appeals process will be considered the actual assessment outcome for the task, and the student will be advised of the decision in writing using the Notice of Appeal Decision as described above.

All other types of appeals

Upon receiving the appeal, the PEO will investigate the matter to identify the original decision made and the reasons for the decision. Further details from the appellant, respondent, the person who made the original decision, and/or other involved parties may be requested during this stage. This may be in writing, over the phone, or face-to-face. If the matter is in relation to a third-party delivering Services on behalf of Innovative College, the third party should be involved in the resolution of the appeal.

The appellant may request that an independent party (mediator) be involved in the process. Where this is requested by the appellant, they will bear the costs associated. Additionally, Innovative College may decide to call upon an independent mediator to assist to resolve the issue where a decision cannot be reached internally. In this case, Innovative College will bear the costs associated. The PEO will review all relevant information and decide on an appropriate response and will notify the appellant using the Notice of Appeal Decision as described above.

The PEO will then update the Appeals Register so it includes the outcome of the appeal and update the Continuous Improvement Register if applicable for any improvements to be made as an outcome, in accordance with the Quality Assurance Policy and Procedures CG3. The appeal and its outcome will be discussed at the next management meeting, and the PEO will document staff-related issues in the staff files (if applicable).

In the case of appeals made by students, Innovative College will maintain records of the appeal and all related documents on the student's file for at least 2 years after the person ceases to be an accepted student.

The College ensures that:

- Each complaint and appeal and its outcome are recorded in writing
- Each appeal is heard by an independent person or panel
- Each appellant has an opportunity to formally present their case and is given a written statement of the appeal outcome including the reasons for the decision.

Students with a problem or complaint with another student, staff member or dealing with the college should use the following procedure:

Step 1:

- Identify and discuss the complaint or grievance with the other party
- Discuss the best outcome to the complaint or grievance
- Agree to act to resolve the complaint or grievance
- If the complaint or grievance is unresolved, talk to the Trainer who will try to remedy the problem.

Step 2:

If after talking to the third party, the complaint or grievance remains unresolved, you should approach the Welfare Coordinator who will mediate to resolve the problem.

Step 3:

The Welfare Coordinator will instigate an investigation within ten (10) days and all reasonable measures will be taken to finalise the process as soon as practicable.

A person or body internal to Innovative College will be appointed to hear complaints or appeals.

- a. Each complainant or appellant has an opportunity to formally present his or her case at no cost to him or herself.
- b. Each party may be accompanied and assisted by a support person at any relevant meetings.

Step 4:

The complainant or appellant is given a written statement of the outcome, including details of the reasons for the outcome. The complaint and the outcome will be recorded on the Complaints and Appeals Register, and a copy of the complaint or appeal will be filed together in the register.

Step 5:

If the student is not satisfied with the result or conduct of the internal complaint handling and appeals process, Innovative College will advise the student of his or her right to access the external appeals process at student cost. The cost for external process is advised below.

Step 6:

Innovative College will make arrangements for a person or body, independent of and external to Innovative College, to hear complaints or appeals arising from Innovative College's internal complaints and appeals process or refer students to an existing body where that body is appropriate for the complaint or appeal.

4.3 INDEPENDENT REVIEWS BY EXTERNAL PARTIES

If dissatisfied with the internal processes, the complainant/appellant may initiate an external complaint or appeal. Additionally, a complainant or appellant who has been through the internal processes may request that Innovative College appoint an independent party to review the matter.

For domestic students, the independent party used is Fair Trading NSW; however, complainants and appellants can seek their own external parties at their own cost. For overseas students, the independent party is the Overseas Students Ombudsman.

Innovative College will co-operate fully in the process of the external party to investigate and review the matter. This will include but not be limited to providing full access to the relevant student file/s and the internal complaints records where permitted to do so by law. All staff will be instructed to cooperate in such instances and to give an accurate account of the events as they understand them.

The PEO will record details of external complaints on the Complaints Register and details of external appeals on the Appeals Register. These will be updated with new information as it becomes available.

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

- Students who are not satisfied with the process applied by the College may refer their grievance to the following external agencies:
 - Unresolved complaints may be referred to the Australian Skills Quality Authority - ASQA Online Complaint Form [click here](#). Students are to be advised that ASQA will require the student to have exhausted all avenues through the College internal complaints handling procedure before taking this option.
 - Unresolved Appeals in relation to consumer related issues may be referred to the Office of Fair Trading.
 - Overseas students have the option of having the matter dealt with through an external dispute resolution process through the Overseas Student Ombudsman. (refer to the international student manual)

4.4 FEEDBACK

Your feedback is important to Innovative College and assists in ensuring that our services meet your needs. Please help us by completing the surveys that are provided to you by your teacher throughout the course.

We also welcome feedback from you at any time by email/phone and through our suggestion/feedback box in our reception area.

5. CODE OF CONDUCT

5.1 PURPOSE OF THE CODE OF CONDUCT

The purpose of the Code of Conduct is to describe the way in which students at Innovative College are expected to conduct themselves and outlines students' rights and responsibilities. The Code of Conduct encompasses all the rights, responsibilities and expectations described in this section.

5.2 FAILURE TO ADHERE TO INNOVATIVE COLLEGE'S CODE OF CONDUCT

Violations of the Code of Conduct

A **violation** of the Code of Conduct is defined as failure to adhere to Innovative College's Code of Conduct. A **violation** will result in appropriate disciplinary action at the discretion of the PEO. In some cases, this may include suspension or cancellation of enrolment. The suspension or cancellation of an overseas student's enrolment in these circumstances cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

Serious Violations of the Code of Conduct

A **serious violation** of the Code of Conduct is defined as a violation of the Code of Conduct that is assessed by Innovative College as likely to place the health or wellbeing of that student at risk, or to place the health or wellbeing of another person at risk.

Due to the perceived risk to health and wellbeing, in cases of **serious violation**, the suspension or cancellation of the overseas student's enrolment can take effect immediately. You would be reported to Department of Education and Training via PRISMS, which automatically alerts the Department of Home Affairs and may influence your visa. For more information about your visa, you should go to the Department of Home Affairs website (<http://www.homeaffairs.gov.au/trav/stud>) or call them on 131 881.

For more information, please refer to Innovative College's Deferral, Suspension and Cancellation Policy and Procedures. Note the additional considerations related to provider-initiated suspension or cancellation of an overseas student's enrolment:

- Innovative College may suspend or cancel a student's enrolment including, but not limited to, based on misbehaviour by the student
- The suspension or cancellation of the overseas student's enrolment in these circumstances (Standard 9.3 of the National Code 2018) cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk

5.3 STUDENT RIGHTS

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment that is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to Innovative College's Information Privacy Policy.
- Access the information that Innovative College holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive education and support services that meet their individual needs.
- Be given clear and accurate information about their course, teaching and assessment arrangements, and their progress.
- Access the support they need to effectively participate in their course.
- Provide feedback to Innovative College on the client services, education and support services they receive.

5.4 STUDENT RESPONSIBILITIES

All students, throughout involvement with Innovative College, are expected to:

- Contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Comply with the rules and regulations of the College.
- Be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others
- Attend all scheduled classes on time, in a sober and drug free state (unless on prescribed medication that a Doctor) with all required materials
- Be responsible for your own learning by participating in class and doing your best to maintain progress with each unit of your allocated course.
- Monitor your own progress by ensuring that assessment deadlines are observed.
- Approach their course with due personal commitment and integrity.
- Utilise facilities and college publications with respect, to honour our copyrights and prevent our publication from being distributed to unauthorised persons.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright.

- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Respect other students/ College staff members and their right to privacy and confidentiality.
- Be responsible for the security of your own personal possessions while attending classes and using the common areas of the college.
- Follow all safety policies and procedures as directed by staff.
- Notify administration of any changes of personal details within 7 days.
- Report any perceived safety risks as they become known.
- Make payments within agreed timeframes, where relevant.
- Not bring onto any premises being used for Innovative College purposes, any articles or items that may threaten the safety of self or others.

5.5 EDUCATION SERVICES FOR OVERSEAS STUDENTS

As an overseas student studying in Australia, you have certain additional rights and responsibilities under Australian legislation. The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and they include the Education Services for Overseas (ESOS) Act 2000 and associated legislation and regulations, as well as the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018). For more information about your rights and responsibilities under the ESOS Framework, visit the following website:

<https://www.studyinaustralia.gov.au/english/australian-education/education-system/esos-act>

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

5.6 STANDARDS OF BEHAVIOUR

Innovative College's Code of Conduct sets clear standards for behaviour. These standards of behaviour apply to all Innovative College students and staff members:

- Demonstrate honesty and integrity
- Respect difference in people and in their ideas and opinions
- Treat one another with dignity and respect at all times
- Respect and treat others fairly, regardless of their race, ethnicity, nationality, religion, gender, sexual orientation, age or disability
- Respect the rights of others
- Help those in need
- Respect people in a position of authority
- Respect the need of others to work in an environment of learning and teaching
- Respect the property of Innovative College and the property of all other students and staff members of Innovative College

5.7 RULES AND REGULATIONS

Dress Code

The College has a dress code which all students are required to follow when training on the premises or when on planned excursions.

Students are required to attend class in a neat casual dress. Acceptable casual dress includes for example such as: T-Shirts, dresses, skirts, trousers, dress / mid length shorts, business attire.

Shoes must be worn, preferably closed in or sandal / slip on types.

Unsuitable attire to attend courses include: Thongs, short shorts, singlet tops or bare feet. A student may be requested by the College personnel to go home and change to meet the College dress code before returning to class.

Drugs and alcohol

Innovative College is a drug- and alcohol-free environment. The consumption, use, sale or distribution of alcohol and/or prohibited drugs by any student on Innovative College premises is strictly forbidden at all times. Any student who attends classes under the influence of alcohol or prohibited drugs is breaching Innovative College's policy and guidelines and is subject to severe disciplinary action.

Weapons

You must not bring firearms, knives or any other weapons to Innovative College. If you are found with these on Innovative College premises, you will be expelled.

Mobile Phones

You must turn your phone OFF during class. You can use your mobile phone during breaks only, and you must leave the classroom areas to do so.

Smoking

Students are NOT allowed to smoke anywhere in the building (including in the fire exits and toilets). If you must smoke, please go outside the building.

Food and drink in classrooms

No food or drink is allowed in the classrooms. Food and drink is only allowed in Innovative College's kitchen/dining area, where a microwave and kettle are provided for students. Please be sure to clean up after yourself and put your litter in the rubbish bins provided.

Computer usage

Innovative College's Internet service is provided only for educational purposes. Any other use of the Internet (such as chat programs and downloading/playing/watching games, music, movies etc.) is not allowed. Only registered Innovative College students and staff may use the Innovative College computers.

When using any Innovative College computer, you are expected to show consideration for other users. Disciplinary action will be taken against students who fail to comply with the following regulations:

- No eating or drinking while using the computers
- Keep noise levels to a minimum
- No downloading files or software, including games, music, movies, television shows, etc.
- Do not use Innovative College computers to view, store or transmit offensive materials, including any material of a pornographic nature
- Do not change the settings of any Innovative College computer
- If you find a faulty computer, do NOT attempt to fix it yourself – simply notify the teachers or Reception
- Innovative College reserves the right to refuse any student access to the Innovative College computer laboratory
- To make sure that everyone has a chance to use the Internet, Internet service may be restricted to certain students at certain times.

5.8 STUDENT PLAGIARISM, CHEATING AND COLLUSION

Innovative College has a no-tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity always and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all texts and resource materials used in the development of the work.

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

Where a student is suspected of plagiarism, cheating or colluding, Innovative College will take the necessary steps to detect if plagiarism, cheating or colluding has occurred by comparing work with electronic reference materials, Internet resources and the work of other students; using electronic plagiarism detection software; comparing work against various academic databases; and referring to Innovative College's plagiarism register or any other appropriate method.

5.9 HARASSMENT, VICTIMISATION AND BULLYING

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

Anti-discrimination law defines harassment as any form of behaviour that you do not want; that offends, humiliates or intimidates you; or that creates a hostile environment. Examples of harassment may include:

- Unwelcome physical contact
- Repeated unwelcome invitations
- Insulting or threatening language or gestures
- Continual unjustified comments about a student's work or work capacity
- Jokes and comments about someone's ethnicity, race, religion, nationality, gender or sexual preference
- Picture, posters, graffiti, electronic images, etc. that are offensive, obscene or objectionable

Victimisation is where a person is treated unfairly because they have made a discrimination complaint. Examples of victimisation may include:

- Persistent and unreasonable unfavourable treatment
- Refusing to provide information to someone
- Intentionally ignoring someone
- Mocking someone's customs or cultures
- Lower assessment of student work

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation. Examples of bullying may include:

- Using strength, power or position to coerce others by fear
- Behaviour that intimidates, degrades or humiliates a person
- Aggression, verbal and/or physical abuse, or similar behaviour
- Frequent and/or repeated 'put-downs'
- Persistent and/or unreasonable criticism of student performance
- Violence (actual or threatened)

If you feel that you are being harassed, victimised or bullied, ideally you should first tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, or if you have tried this and the behaviour has not stopped, you should lodge a complaint as per Innovative College's Complaints and Appeals Policy and Procedures and detailed in this Handbook.

5.10 ACCESS, EQUITY AND ANTI-DISCRIMINATION

The principles and practices adopted by Innovative College aim to ensure that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with Innovative College irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer responsibilities.

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

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

If you feel that you are being unfairly treated, you should lodge a complaint as per Innovative College's Complaints and Appeals Policy and Procedures and detailed in this Handbook.

Your equity

The College provides equal access to studies for international students. Where possible, we conduct flexible teaching approaches to meet specific needs of individual students.

If a student with a disability meets the essential entry requirements, The College will make reasonable adjustments necessary for that person to perform their course-work. This involves:

- Thorough consideration of how an adjustment might be made
- Discussions with the student
- Consultation with government agencies or organisations that represent or provide services to people with a disability

Our Trainers will implement the learning support strategies to assist you in achieving the required course outcomes. However, enrolled students with learning difficulties beyond our areas of expertise are referred to external specialist agencies.

Recruitment to The College is carried out in an ethical manner in accordance with Access and Equity principles.

Your Teachers will:

- Recognise the cultural diversity of all students
- Ensure equal treatment of all students
- Encourage full participation and assisting all students to achieve course outcomes
- Provide equal access to resources
- Refer students with specific learning problems to appropriate agencies

The College is committed to ensuring that the learning environment is free from discrimination and harassment. All College staff members (including contractors) are aware that discrimination and

harassment will not be tolerated under any circumstances. In the event that discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately. Students should expect fair and friendly behaviour from College staff members and we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

Students who feel that they have been discriminated against or harassed should report this information to a staff member of the College that they feel they can trust. This will initiate a complaints handling procedure which will be fair and transparent and will protect your rights as a complainant. Alternatively, if a student wishes to report an instance of discrimination or harassment to an agency external to Innovative College, they are advised to contact the HREOC Complaints Info-line on 1300 656 419.

5.11 YOUR HEALTH AND SAFETY & REPORTING INCIDENTS

Innovative College is committed to providing you a safe environment in which to participate in your English studies. We are aware under the Work Health and Safety Act 2011 of our responsibilities to maintain a safe environment. Innovative College has policies and procedures in place to ensure your safety, and on commencement of your course you will be provided with information about health and safety.

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

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

The following guidelines are provided as a basis for safe practice in the learning environment:

- Know and observe details of emergency response and evacuation plans
- Do not undertake activities which may cause injury to self or others
- Be responsible for your own actions
- No smoking on college grounds or common areas
- Report all potential hazards, accidents and near misses to staff
- No consumption of alcohol on college grounds or common areas
- Always keep your classroom and study areas neat and tidy
- Seek assistance if you volunteer to lift items e.g., move furniture in a training area and

- Observe hygiene standards particularly in eating and bathroom areas.

Electrical equipment

- Electrical equipment that is not working should be reported to Innovative College staff.
- Electrical work should only be performed by appropriately licensed or trained personnel. Students and Innovative College staff should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

Fire safety

- Innovative College will undertake to communicate the procedures involved in evacuation and the location of fire equipment to students at each facility for each training and assessment event, and to users of the office at least twice each year.
- All students and staff of Innovative College need to be familiar with the location of all EXITS and fire extinguishers. Users will consult available maps to determine location.
- All students and staff of Innovative College need to understand fire drill procedures displayed around the premises.
- All students and staff of Innovative College need to attend any sessions on fire safety procedures and the use of fire safety devices.

First aid

- Provision for first aid facilities are available on site.
- All accidents must be reported to staff.
- The accident and any aid administered must be recorded by staff involved, in the injury register.

Lifting

- Students and Innovative College staff are encouraged not to lift or move any furniture on site at the college.

Work & study areas

- Always ensure that all work areas are clean and clear of clutter. This is to help us to avoid the danger of accident by tripping or falling over.
- Place all rubbish in the bins provided.
- Ensure that bench spaces are left clean and tidy.
- Do not sit or climb on any desks or tables.

5.12 DISCIPLINE

Innovative College will make all attempts to provide its training and assessment services in a spirit of co-operation and mutual respect. There are times however when a disciplinary action must be taken to ensure the safety and well-being of all students and staff including academic standards.

Examples of when disciplinary action may be required to be taken include when a student:

- Brings onto, or consumes on the premises, any drug of addiction or dependence (except drugs prescribed by a qualified medical practitioner),
- Brings onto or consumes on the premises any alcohol,
- Exhibits any form of behaviour that is adversely affected by the influence of drugs or alcohol,
- Damages or removes any property or resource belonging to the College or any training venue hired by Innovative College,
- Assaults (physically or verbally) any person or persons on the premises or any training venue hired by the College
- Fails to comply with any instructions given by a member of staff relating to the safety of any person or persons on the premises,
- Exhibits any form of conduct whilst on the premises that is considered to be aggressive, disorderly, disruptive, harassing or interferes with the comfort, safety or convenience of any person who is acting lawfully and entitled to be present,
- Enters any part of the College's premises or any other place to which students have access for the purpose of tuition, when not entitled to do so, or having entered, refuses to leave said premises.
- Cheating / Plagiarism on assessments – not doing your own work but using someone else work.

6. OTHER POLICIES AND REGULATIONS

6.1 ACCESS AND EQUITY POLICY

Innovative College upholds all Federal and State laws pertaining to human rights, anti-discrimination, equal opportunity and affirmative action pertaining to the ELICOS industry in Australia. These include but is not limited to the following:

- The Human Rights and Equal Opportunities Commission Act 1986
- The Racial Discrimination Act 1975 (Commonwealth)
- The Sex Discrimination Act 1984 (Commonwealth)
- The Disability Discrimination Act 1992 (Commonwealth)
- The New South Wales Anti-Discrimination Act 1977.

In the event of a situation that is considered by either staff or students to be in violation of Innovative College's Access and Equity Policy, staff and students are required to report the situation to management. Programs are designed and wherever possible facilities are set up to enhance the flexibility of delivery to maximise the opportunity for access and participation by disadvantaged students.

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

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

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

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

Work Health and Safety Act 2011 – (WHS)

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

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

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

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

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

Privacy Act 1988

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

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

- The kinds of personal information that the entity collects and holds
- How the entity collects and holds personal information
- The purposes for which the entity collects, holds, uses and discloses personal information
- How an individual may access personal information about the individual that is held by the entity and seek the correction of such information
- How an individual may complain about a breach of the Australian Privacy Principles and how the entity will deal with such a complaint; and

- Whether the entity is likely to disclose personal information to overseas recipients.

Disability Discrimination Act 1992

Section 5 - Disability Discrimination

(1) For the purposes of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposes to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.

For the purposes of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

Sex Discrimination Act 1984

The objective of this Act is:

- To give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and
- To eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and
- To eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and
- To eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and
- To promote recognition and acceptance within the community of the principle of the equality of men and women.

Age Discrimination Act 2004

The objective of this Act is:

- To eliminate, as far as possible, discrimination against persons on the ground of age in the areas of work, education, access to premises, the provision of goods, services and facilities, accommodation, the disposal of land, the administration of Commonwealth laws and programs and requests for information; and
- To ensure, as far as practicable, that everyone has the same rights to equality before the law, regardless of age, as the rest of the community; and
- To allow appropriate benefits and other assistance to be given to people of a certain age, particularly younger and older persons, in recognition of their particular circumstances; and

- To promote recognition and acceptance within the community of the principle that people of all ages have the same fundamental rights; and
- To respond to demographic change by:
- Removing barriers to older people participating in society, particularly in the workforce; and
- Changing negative stereotypes about older people.

Racial Discrimination Act 1975

This Act gives effect to Australia's obligations under the International Convention on the Elimination of All Forms of Racial Discrimination. Its major objectives are to:

- Promote equality before the law for all persons, regardless of their race, colour or national or ethnic origin, and
- Make discrimination against people on the basis of their race, colour, descent or national or ethnic origin unlawful.

Copyright Act 1968

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

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

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred.

Fair Work Act 2009

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promote national economic prosperity and social inclusion for all Australians by:

- Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and take into account Australia's international labour obligations
- Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders
- Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting

against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.

National Vocational Education and Training Regulator Act 2011

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

- Compliance with the VET Quality Framework
- Satisfying Fit and Proper Person Requirements
- Satisfying the Financial Viability Risk Assessment Requirements
- Notifying National VET Regulator of important changes
- Cooperating with National VET Regulator
- Compliance with directions given by the National VET Regulator

Further information available to students include the following procedures. Students may request copies from reception or the training coordinator

- Access and equity procedures
- Terms and Conditions relevant to themselves
- Privacy statement
- Code of Practice

6.2 DISCLOSURE OF PERSONAL INFORMATION/ PRIVACY POLICY

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

Information concerning students, including personal information submitted on Innovative College's Enrolment Application Form, may be shared among Innovative College, the Commonwealth, and the Australian Government and designated authorities and, if relevant, the Tuition Protection Service (TPS) and the ESOS Assurance Fund Manager. This information includes personal and contact details, course enrolment details and changes, and the circumstances of any suspected breach by the student of a student visa condition.

The provision of this information is necessary for both enrolment and re-enrolment. Information provided will be held securely and disposed of securely when no longer needed. You may access your personal information by contacting Innovative College during business hours.

Please also note that you are obliged to notify Innovative College of any change to your contact information (e.g., home address, e-mail address, mobile phone number) within seven (7) days while enrolled in our course. You can use the Change of Details Form to update your information.

We will not disclose your personal information to another person or organisation unless:

- We have made you aware that information of that kind is usually passed to that person or organisation
- You have given written consent
- We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person
- The disclosure is required or authorised by or under law, such as the ESOS Act 2000 or the National Code 2018; or
- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

Here's what you need to know:

- The College will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity and individual needs, your education background. We will also retain records of your training activity and are required to do this in accordance with the National Vocational Education and Training Regulator Act 2011.
- Your personal information is retained within our hard copy filing system and our computer systems. Your information is collected via the enrolment forms, through your completion of administrative related forms and based on your English level and course. Hard copy files are secured in lockable filing cabinets which are monitored throughout the day and secured in the evening. Electronic data retained on our computer systems is protected via virus protection software and firewall protection. Our data is backed up continuously to our server which is secure.
- In some cases we are required by law to make student information available to Government agencies such as the Australian Skills Quality Authority. In all other cases the College will seek the written permission of the student for such disclosure. The College will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by persons such as your parents, spouse, or friends, you need to authorise this access otherwise this access will be denied.
- You have the right to access information that the College is retaining that relates to you. Further instructions are provided on how to access records within the section titled "Access to your records".
- If you have concerns about how the College is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook. Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at:
<http://www.oaic.gov.au/privacy/privacy-complaints>.

7. STUDENT VISA CONDITIONS AND MAINTAINING YOUR ENROLMENT

7.1 APPLYING FOR A STUDENT VISA

Once you receive your electronic Confirmation of Enrolment, you will need to apply for your visa. Information about applying for a visa can be found at:

<http://www.homeaffairs.gov.au/trav/stud>

This site explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, permission to work, Overseas Student Health Cover and charges associated with the visa application. You may wish to use a registered migration agent to assist you with your application (there may be a fee attached – please discuss with the agent); or Innovative College has education agents who can assist you with the process of applying for a course at Innovative College, including assistance with visas (there may be a fee attached – please discuss with the agent). Contact Innovative College for details of the education agents that we use.

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

If your visa is not approved, you will receive a full refund for the tuition fees that you may have paid as per Innovative College refund policy, less the non-refundable Enrolment Application Fee.

7.2 VISA CONDITIONS

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa.

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

Student visa requirements:

- Maintain a full-time enrolment in the enrolled course
- Maintain satisfactory course progress
- Maintain Overseas Student Health Cover (OSHC) throughout the visa duration
- Pay all fees on time as agreed in your Letter of Offer and Student Agreement
- Comply with the Innovative College Code of Conduct (see the Code of Conduct section of this Handbook)
- Notify Innovative College within seven days of any change of personal details (name, address, email address, mobile or other phone number)
- Only work if you have been given permission to do so as part of your visa grant
- Complete the course within the duration specified in the eCoE.
- Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution.

7.3 ARRANGING TRAVEL AND DOCUMENTS TO BRING

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

You will need to prepare a folder of Innovative College documents to bring with you to Australia that includes:

- Valid passport including a valid student visa
- Your electronic Confirmation of Enrolment (eCoE)
- Proof of Overseas Student Health Cover
- Original or certified copies of documents such as your birth certificate, medical records and educational qualifications as advised by Innovative College at the time of confirmation of enrolment

If you are travelling with your family, you will need to include their documents as well.

Keep all documents in your carry-on luggage. Have certified copies made of the originals and leave the copies with someone you trust, who could send the copies to you if your originals are lost.

7.4 ATTENDANCE POLICY

Recording Student Attendance

Student attendance is monitored each and every hourly session of scheduled class time using the 'Class Attendance Record. Each ELICOS teacher will be provided a class roll that will include the names of all students currently enrolled in each class. This Record Sheet will be populated by Student Administration at the beginning of each week. Each ELICOS teacher shall also be responsible for ensuring the list of student names and recorded attendance is accurate at all times. This record sheet is broken down into 4 x 1-hour sessions and requires an indication of attendance in every session. A symbol shall be placed in the box beside each student's name to indicate their attendance.

Absence: Besides not attending class, any student who arrives over 15 minutes late to a scheduled study session will be marked absent for that session. Students who leave a study session for extended periods of time during a scheduled study session will also be marked as absent

Lateness: A student who arrives less than 15 mins late to **one study session** in the week will not be deducted attendance hours. However, a student who arrives late to any subsequent study session in that week (without a valid reason) will be marked absent from each of those sessions.

The following symbols are to be used in recording a student's attendance:

P = Present for entire session

L – Less than 15 minutes late for a study session.

A – Absent for an entire session

The ELICOS teacher will be required to sign the attendance record at the end of each session and confirm the accuracy for the recorded attendance of each student and the Attendance Record is to be submitted to Student Administration at the end of each day. Student Administration will ensure these record sheets are maintained securely and collated as required. All attendance shall be recorded in the Student Data Management System which records each student’s attendance and calculates the projected attendance of each student if they were to attend all remaining classes.

Monitoring Student Attendance

Student Attendance Status	College Action
<p>Any student who has missed 3 consecutive days of classes without prior approval</p>	<p>The student will be immediately contacted by phone/email to gain an explanation and inform them of the need to attend classes and the effect on their projected attendance if they do not attend. If contact by phone is not unsuccessful the Academic Manager is to be informed and shall attempt to identify the student’s current contact details.</p> <p>Where the student in not able to be contacted by phone/ email, an ‘Initial Attendance Warning Letter’ is to be sent to their address on file.</p> <p>It must be noted that students have been informed via the ‘Enrolment Agreement’ to notify the RTO immediately of changing their address or contact details.</p> <p>If a student does not comply and does not attend classes after being contacted, the Academic Manager is to be notified and the student is to be sent a warning letter advising of the consequences of not achieving 80% attendance.</p>

<p>When a student's projected attendance falls below 90%</p>	<p>The student is to be sent an 'Initial Attendance Warning Letter' informing them of their projected attendance and the need to ensure they maintain a minimum of 80% attendance for the course duration (total contact hours). This letter is to also contain the consequences of not achieving a projected attendance of 80%.</p>
<p>When a student's projected attendance falls below 85%</p>	<p>When a student's projected attendance is below 85% the student shall be sent a 'Second Attendance Warning Letter'. This communication will indicate the student is required to organise an appointment with the Academic Manager to discuss their poor attendance record and strategies to ensure they stay above 80% for course duration (total scheduled contact hours).</p> <p>If the student does not respond within 5 business days Student Administration will attempt to contact the student and action the student enrolment status as required.</p>
<p>When a student's projected attendance falls below 80%</p>	<p>The student shall be sent an 'Intention to Report letter' indicating the student has breached the attendance requirements notifying the student of the Institute's intention to report the student. The student will be informed that they can access Innovative College's Complaints and Appeals Process and that they have 20 working days to lodge an appeal with the Institute. If the student does not appeal, withdraws from the appeal process, or the appeal results in a decision supporting the Institute, Innovative College will report the student. Reporting is through PRISMS.</p>
<p>Reporting 'Breach of Student Attendance'</p>	<p>As identified above, when a student falls below a projected attendance of 80%, and has no supporting reasons, the student must be reported to the Department of Immigration and Border Protection via PRISMS for a breach of their Visa condition. A copy of all letters, details of phone calls made, and reports are to be maintained in the individual student file.</p>

Exemptions

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

- When the student produces genuine evidence clearly demonstrating that compassionate or compelling circumstances apply (e.g. illness where a medical certificate states that the student is unable to attend classes); and
- Innovative College confirms that the student is attending at least 70% of the scheduled course contact hours

Reporting 'Breach of Student Attendance'

- Where a student accesses the appeals process (by following the processes outlined in the Complaints and Appeals Policy and Procedure) and is able to provide evidence of compassionate or compelling circumstances, and they have an attendance record of at least 70% they will not be reported - The attendance records will be adjusted for the period that the student is able to provide a valid reason for non-attendance and the student's projected attendance will account for the time period that has been deemed approved non-attendance.)
- Where a student is able to provide evidence that the attendance records are incorrect, they will also be adjusted accordingly, and action taken to prevent such errors re-occurring.
- Where a student's appeal is not successful, they will be notified in writing of the outcome and 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 are to be maintained in the individual student file.

The letter will also explain your right to access Innovative College's Complaints and Appeals process within 20 working days of the date of the letter.

Additional considerations

Please note the following additional considerations related to provider-initiated suspension or cancellation of an overseas student's enrolment, per Standards 8, 9 and 10 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018:

Innovative College may suspend or cancel a student's enrolment including, but not limited to, on the basis of a breach of course progress or attendance requirements by the overseas student which must occur in accordance with Standard 8 (Overseas student visa requirements) of the National Code 2018.

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

Further to this, Innovative College only reports unsatisfactory course progress or unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if:

- The internal and external complaints processes are completed, and the decision or recommendation supports Innovative College, or
- The overseas student chooses not to access the internal complaints and appeals process within the 20 working days period, or
- The overseas student chooses not to access the external complaints and appeals process, or
- The overseas student withdraws from the internal or external appeals processes by notifying Innovative College in writing.

Attendance Roll

This will record your **Time In** at the college, your **Time Out** leaving the college, and your signature as well as your attendance in hourly intervals.

Holidays

After completing each level, students have holidays. Please study the Academic Calendar carefully and plan your travels in advance for during these holiday breaks.

Leave of Absence

A leave of absence is considered a form of suspension and will only be approved if a student is experiencing compassionate or compelling circumstances and with documentary evidence. Please see the Changes to Your Enrolment section of this Handbook for more information.

7.5 COURSE PROGRESS POLICY

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

Innovative College will help you meet your course progress requirements by monitoring your progress and providing you with the relevant support at an early stage. You will also receive monthly progress reports, which will allow you and your teacher to track your progress easily and clearly.

Unsatisfactory course progress means that you:

- Have failed to achieve a mark of at least 50% in a mid-course test
- Have failed to achieve a mark of at least 60% on an end of course test
- Have been identified as requiring intervention to ensure satisfactory course progress
- Have been identified as being at risk of failing to achieve a final mark of at least 60% at the end of a 12-week study period
- Have been identified as being at risk of being unable to complete your course within the expected duration

If you are found to have unsatisfactory course progress, you will be sent the First Warning Letter for Unsatisfactory Course Progress and invited to an intervention and strategy meeting. At this meeting you will discuss the reasons for your unsatisfactory course progress and agree on an appropriate intervention strategy, including weekly follow-up meetings and a range of support options that we can offer you. Note that if your study load is reduced due to difficulties with meeting course

progress requirements, this may mean that you will need to do extra work later on to complete your course in the time specified in your student visa.

If, after providing you with this support, your course progress continues to be unsatisfactory, you will be sent the Second Warning Letter for Unsatisfactory Course Progress and invited to another meeting. At this meeting you will discuss your continued course progress issues and the risks to your enrolment and visa if your course progress does not improve.

If, despite interventions having been implemented, you fail to achieve a mark of at least 50% on two consecutive monthly progress reports, you will be sent a Notice of Intention to Report for Unsatisfactory Course Progress, advising you of Innovative College's intention to report you to the Department of Education and Training for not meeting course progress requirements. Reporting you to the Department of Education and Training will trigger a report to the Department of Home Affairs, who will make the final decision on whether your visa will be cancelled because of your unsatisfactory course progress. The Notice of Intention to Report for Unsatisfactory Course Progress will also explain your right to access Innovative College's Complaints and Appeals process within 20 working days of the date of the letter.

Additional considerations

Please note the following additional considerations related to provider-initiated suspension or cancellation of an overseas student's enrolment, per Standards 8, 9 and 10 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018:

Innovative College may suspend or cancel a student's enrolment including, but not limited to, on the basis of a breach of course progress or attendance requirements by the overseas student which must occur in accordance with Standard 8 (Overseas student visa requirements) of the National Code 2018.

The suspension or cancellation of the overseas student's enrolment in these circumstances cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk. Further to this, Innovative College only reports unsatisfactory course progress or unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if:

- The internal and external complaints processes are completed, and the decision or recommendation supports Innovative College, or
- The overseas student chooses not to access the internal complaints and appeals process within the 20 working days period, or
- The overseas student chooses not to access the external complaints and appeals process, or
- The overseas student withdraws from the internal or external appeals processes by notifying Innovative College in writing

8. CHANGES TO YOUR ENROLMENT

8.1 DEFINITIONS

Deferral is defined as a postponement of the commencement of your enrolment.

Suspension is defined as a temporary postponement of your studies after your enrolment has started.

Cancellation is where a student withdraws voluntarily from a course or is required to withdraw from a course.

Provider-initiated is where Innovative College initiates the process.

Student-initiated is where the student initiates the process.

Leave of Absence is a student-initiated suspension of enrolment.

Withdrawal is a student-initiated cancellation of enrolment.

Innovative College's Deferral, Suspension and Cancellation Policy and Procedures details the circumstances in which a student can defer, suspend or cancel their enrolment with Innovative College, and in which Innovative College can initiate the suspension or cancellation of the student's enrolment. Innovative College's Course Transfer Policy and Procedures details the circumstances in which a student can transfer from Innovative College to another Australian registered provider. Please see these policies and procedures for more information.

8.2 STUDENT-INITIATED PROCESSES

Deferral and suspension/ leave of absence

Requests for deferral and suspension/ leave of absence will be granted in compassionate or compelling circumstances. Compassionate or compelling circumstances are generally those beyond your control and that have an impact upon your course progress or wellbeing. Please see the Compassionate and Compelling Circumstances section of this Handbook for more information. Note that a retrospective deferment or suspension/ leave of absence may be justified if you were unable to contact Innovative College because of a circumstance such as being involved in a car accident.

If you believe that you qualify for a deferral or suspension/ leave of absence, you will need to apply in writing using the appropriate form. The SSO and the PEO can help you with your application. Innovative College will notify you in writing of our decision within 10 working days of receipt of your completed application form. If your request is refused, you will have 20 working days from the date of the decision letter to lodge an appeal. Please see the Complaints and Appeals section of this Handbook for more information.

Where a suspension/ leave of absence is granted, Innovative College will suspend your enrolment for an agreed period, to a maximum of 12 months. If the suspension is required for longer than 12 months, you will have to re-apply once the initial suspension period has expired.

Please be aware that any change to your enrolment status may have an impact on your student visa. You should refer to the Department of Home Affairs' website (<http://www.homeaffairs.gov.au/>) or Helpline (131 881) for information on what impact the potential change to your enrolment status may have upon your visa.

If you believe that you are due a refund of fees as a result of your deferral or suspension/ leave of absence, you will need to submit a Refund Request Form. Please see the Refunds section of this Handbook for more information.

Cancellation/ withdrawal

Requests for cancellation/ withdrawal must be made in writing using the Application for Withdrawal Form. The SSO and the PEO can help you with your application. Innovative College will notify you in writing of our decision within 10 working days of receipt of your completed Application for Withdrawal Form. If your request is refused, you will have 20 working days from the date of the decision letter to lodge an appeal. Please see the Complaints and Appeals section of this Handbook for more information.

Please be aware that any change to your enrolment status may have an impact on your student visa. You should refer to the Department of Home Affairs' website (<http://www.homeaffairs.gov.au/>) or Helpline (131 881) for information on what impact the potential change to your enrolment status may have upon your visa.

If you are requesting a cancellation/ withdrawal so that you can transfer to another Australian registered provider, there are additional steps you will need to complete. Please see the Transferring to another Australian registered provider section of this Handbook for more information.

If you believe that you are due a refund of fees as a result of your withdrawal, you will need to submit a Refund Request Form. Please see the Refunds section of this Handbook for more information.

8.3 PROVIDER-INITIATED PROCESSES

Course Progress and Attendance

Suspension and/or cancellation of a student's enrolment due to unsatisfactory course progress or attendance will be handled as per Innovative College's Course Progress and Attendance Monitoring Policy and Procedures. You can find more information about these processes in the Course Progress and Attendance sections of this Handbook.

Fees and Other Student Issues

Innovative College may also initiate suspension or cancellation of a student's enrolment on the grounds of non-payment of fees or other student issues. The Student Code of Conduct defines what is the behaviour expected by students; this can be found in the Code of Conduct section of this Handbook. You can find more information about non-payment of fees in the Tuition and non-tuition fees section of this Handbook.

Suspension and/or cancellation of a student's enrolment due to overdue/unpaid fees or other issues will be handled as per Innovative College's Deferral, Suspension and Cancellation Policy and Procedures. If you disagree with a decision that Innovative College has made, you can lodge an appeal within 20 working days in accordance with Innovative College's Complaints and Appeals Policy and Procedures.

Additional considerations related to provider-initiated suspension or cancellation of an overseas student's enrolment

Please note the following additional considerations related to provider-initiated suspension or cancellation of an overseas student's enrolment, per Standards 8, 9 and 10 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018:

Innovative College may suspend or cancel a student's enrolment including, but not limited to, based on:

- Misbehaviour by the student
- The student's failure to pay an amount the student was required to pay Innovative College to undertake or continue the course as stated in the Letter of Offer and Student Agreement
- A breach of course progress or attendance requirements by the overseas student which must occur in accordance with Standard 8 (Overseas student visa requirements) of the National Code 2018. The suspension or cancellation of the overseas student's enrolment in these circumstances cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk. Further to this, Innovative College only reports unsatisfactory course progress or unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if:
 - The internal and external complaints processes are completed, and the decision or recommendation supports Innovative College, or
 - The overseas student chooses not to access the internal complaints and appeals process within the 20 working days period, or
 - The overseas student chooses not to access the external complaints and appeals process, or
 - The overseas student withdraws from the internal or external appeals processes by notifying Innovative College in writing.

8.4 CHANGE IN VISA STATUS

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

Students are to refer to the Department of Home Affairs' website (<http://www.homeaffairs.gov.au/>) or Helpline (131 881) for information and their local Department of Home Affairs office for advice on what impact the potential change to enrolment status may have on their visa.

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

Innovative College will always use its professional judgement to assess each student's case on its individual merits when determining whether compassionate or compelling circumstances exist.

8.5 TRANSFERRING TO ANOTHER AUSTRALIAN REGISTERED PROVIDER

If you are an overseas student and you have completed more than six months of your principal course at Innovative College and would now like to transfer to another Australian registered provider, you should complete and submit the Application for Withdrawal Form and note that you would like to transfer to another Australian registered provider.

Innovative College will notify you in writing of our decision within 10 working days of receipt of your completed Application for Withdrawal Form. If your request is refused, you will have 20 working days from the date of the decision letter to lodge an appeal. Please see the Complaints and Appeals section of this Handbook for more information.

If you believe that you are due a refund of fees as a result of your withdrawal, you will need to submit a Refund Request Form. Please see the Refunds section of this Handbook for more information.

If you are an overseas student and you wish to transfer to another Australian registered provider prior to completing six months of your principal course at Innovative College, you will need to complete the Application for Withdrawal Form and provide a valid enrolment offer from another registered provider (often called a 'Letter of Offer').

Innovative College will grant your transfer request if the transfer is assessed to be in your best interests, including but not limited to where Innovative College has assessed that:

- You will be reported because you are unable to achieve satisfactory course progress at the level they are studying, even after engaging Innovative College's intervention strategy to assist you in accordance with Standard 8 (Overseas student visa requirements)
- There is evidence of compassionate or compelling circumstances. Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. Please see the Compassionate and Compelling Circumstances section of this Handbook for more information.
 - Serious illness or injury, where a medical certificate states that the student was unable to attend classes
 - Bereavement of close family members, such as parents or grandparents (a death certificate should be provided where possible)
 - Major political upheaval or natural disaster in the home country requiring emergency travel, and this has had an impact on the student's studies

- A traumatic experience that has had an impact on the student, such as involvement in or witnessing of a serious accident, or witnessing or being the victim of a serious crime (these cases should be supported by police or psychologists' reports)
- Where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa
- Innovative College is failing to deliver the course as outlined in the written agreement
- There is evidence that your reasonable expectations about their current course are not being met
- There is evidence that you were misled by Innovative College or an education or migration agent regarding Innovative College or its course, and the course is therefore unsuitable to their needs and/or study objectives
- An appeal (internal or external) or another matter results in a decision or recommendation to release you

If none of the above conditions is met, Innovative College considers this to be reasonable grounds to refuse your transfer request.

Innovative College will assess your request and notify you of the decision in writing using the Notice of Withdrawal Decision within 10 working days of receipt of both your completed Application for Withdrawal Form and your new Letter of Offer.

If Innovative College refuses your request, you may lodge an appeal of this decision with 20 working days of the date of the Notice of Withdrawal Decision in accordance with Innovative College's Complaints and Appeals Policy and Procedures. You may also submit a new Application for Withdrawal once you are outside of the restriction period. A refusal of a transfer request within the restriction period will have no effect on your ability to withdraw from your course at Innovative College once you are outside of the restriction period.

If you believe that you are due a refund of fees as a result of your withdrawal, you will need to submit a Refund Request Form. Please see the Refunds section of this Handbook for more information.

9. DAILY LIFE IN AUSTRALIA

9.1 OVERSEAS STUDENT HEALTH COVER (OSHC)

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

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

- Australian Health Management: <http://ahmoshc.com/>
- Peoplecare Health Limited (Allianz): <https://allianzassistancehealth.com.au/en/student-visa-oshc/>
- BUPA Australia: <http://oshc.bupa.com.au/>
- Medibank Private: <https://www.medibank.com.au/overseas-health-insurance/oshc/>
- nib: <https://www.nib.com.au/overseas-students>

Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia, and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency. You can learn more about OSHC at the website of the Department of Home Affairs: <http://www.health.gov.au/internet/main/publishing.nsf/content/overseas+student+health+cover+faq-1>.

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

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

9.2 OTHER HEALTH-RELATED ISSUES

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

Police If you believe that you or someone else is in danger, call 000. Australian police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe. If you fear retribution, you can make police reports anonymously.

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

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

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

9.3 GENERAL SAFETY

Australia is considered to be a safe and comfortable country to live in – but as with anywhere, it is a good idea to be aware of your surroundings and your personal safety.

The Australian Government provides some useful information on their Study in Australia website. These are some additional common-sense measures you can take to help keep yourself and your belongings safe, especially when you're out at night:

- Walk in well-lit areas
- Try to walk with a group of people
- Use caution when using elevators, isolated stairways, or toilet areas.
- Plan the safest route to your destination. Stick to the main roads if possible. Never hitchhike!
- Try to arrange a lift home from a friend, a taxi or a ride-sharing app at night. Get dropped off as close to your door as possible.
- Avoid using ATMs in dark or lonely places.
- Don't openly carry valuables including iPods, mobile phones, laptops, passports etc.
- Try not to wait alone at the bus or train stops.
- In trains at night, do not sit in an empty carriage. Try to sit in the guards' carriage (marked with a blue light) or near groups of people in a well-lit area
- Be aware of your possessions at all times, including while on Innovative College premises. Be sure not to leave valuables like mobile devices (phones, iPads/tablets, laptops, etc.) passports, money etc. in the classroom, kitchen, bathroom or at reception.

Innovative College has rules about the way students and staff should behave towards each other. If you feel uncomfortable about anyone's behaviour towards you – whether it's another student or a member of staff – you can talk to the SSO or the PEO without fear of retaliation.

9.4 WORKING IN AUSTRALIA

As a student visa holder, you can work up to 40 hours a fortnight during term time (in session) and as many hours as you like during holidays (out of session).

Visit the following website to find out more about working in Australia, including how to find a job:
<https://www.studyinaustralia.gov.au/english/live-in-australia/working>

9.6 BUDGETING

Once you've settled in, you should ideally work out a budget that covers costs including clothing, food, accommodation, transportation and entertainment, plus care and schooling for dependent children if applicable.

It is important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes. You can learn more about budgeting at <https://www.moneysmart.gov.au/>.

9.7 SHOPPING

In Australian major town centres and capital cities, the shopping facilities are typically open 9:00 a.m. to 6:00 p.m. seven days a week, with late-night shopping until 9.00pm on Thursdays or Fridays. Some supermarkets are open longer hours, so it's worth getting to know what's available to you in your area.

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

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

- | | |
|----------------------------|----------------------|
| • Loaf of bread: | AUD\$2.50-AUD\$3.00 |
| • One litre of milk: | AUD\$2.50-AUD\$2.90 |
| • Newspaper: | AUD\$1.50-AUD\$3.00 |
| • Box of breakfast cereal: | AUD\$3.00-AUD\$4.00 |
| • Jar of instant coffee: | AUD\$3.00-AUD\$4.00 |
| • Bottle of soft drink: | AUD\$1.50-AUD\$3.00 |
| • Bottle of shampoo: | AUD\$2.50-AUD\$4.50 |
| • Bar of soap: | AUD\$1.50-AUD\$2.50 |
| • One apple: | AUD\$0.50-AUD\$1.00 |
| • One banana: | AUD\$0.60-AUD\$1.00 |
| • Beef (500 grams): | AUD\$7.00-AUD\$10.00 |
| • Chicken (500 grams): | AUD\$7.00-AUD\$10.00 |

9.9 CLOTHING

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

The cost of clothing in Australia varies widely. There are several quality variety stores such as Target, Kmart and Big W where you can find low-cost clothing and shoes of all types and styles. Department and specialty stores such as Myer and David Jones carry more expensive, higher-end clothing labels. There are also many smaller shops that feature local or specialty designers, often at a greater cost.

9.10 WEATHER

Sydney has a mild climate, especially in winter, but be aware that the weather is subject to quick changes. Regardless of the season or time of year, students should bring clothing for hot weather, cold weather, strong sunshine, wind and heavy rain.

10. OTHER IMPORTANT INFORMATION FOR STUDENTS

10.1 EMERGENCY CONTACT INFORMATION

Emergency services (police, fire, ambulance)

Telephone: 000

Department of Home Affairs

Telephone: 131 881

Website: <https://www.homeaffairs.gov.au/>

Address: 26 Lee Street, Sydney NSW 2000

Translating and Interpreting Service (TIS National)

Telephone: 131 450 (24-hour)

Website: <https://www.tisnational.gov.au/>

10.2 EMERGENCY EVACUATION PROCEDURE

In case of fire or other emergency, please follow the person wearing a safety helmet in your area. They will assist you to evacuate the building. There are two exits in the building. You will see a plan marked with arrows pointing at the emergency exit at each exit.

Please collect all your personal belongings and go the exit nearest you. Innovative College staff will assist you in evacuating the building. Proceed to the meeting point, which will be shown to you during Orientation.

10.3 STUDENT EQUIPMENT

All students will require the following equipment:

- Included in your tuition fees:
 - A copy of the required Student textbook for your level. The cost of one copy of each of these is included in your tuition fees. More information will be provided at Orientation.

- Not included in your tuition and non-tuition fees:

- Dictionary (electronic dictionaries are recommended)
- Ruler
- A4 notebook with lined writing paper
- Red, black and blue pens
- Pencil and eraser
- Highlighter(s)
- USB

10.4 STUDENT IDENTIFICATION CARD

All students are issued with a Innovative College Identification Card that includes their photograph, name, student identification number, commencement and completion dates, and signature. Students are required to always have their identification card with them while on the college premises.

10.5 LEAVING THE CLASSROOM DURING THE LESSON

Common courtesy requires that you inform the teacher before leaving the room. If it is your intention not to return during that or later lessons, you must discuss this with your teacher.

10.6 STUDENT REFRESHMENT BREAKS

There is strictly no eating or drinking in the classrooms or computer rooms. A microwave and tea and coffee facilities are available for student use in the kitchen. This, and other working areas, should be always kept clean and tidy. There is a Café situated on Level 1 of the building shared with Innovative College where you are free to purchase breakfasts, lunches, snacks, and hot and cold drinks and to relax.

10.7 STUDENT FEEDBACK AND QUALITY IMPROVEMENT

Your feedback is important to Innovative College and assists in ensuring that our services meet your needs. Please help us by completing the surveys that are provided to you by your teacher throughout the course. We also welcome feedback from you at any time by email/phone and through our suggestion/feedback box in our reception area.

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

Suggesting improvements - The primary method of reporting opportunities for improvement by students is via the continuous improvement reporting procedure. This procedure allows any person to raise a Continuous Improvement Report for consideration by the relevant personnel. Often these reports will be generated after an opportunity for improvement has been identified by a staff

member or student. The Continuous Improvement Report template is available on request. Students are encouraged to provide feedback to the College so we can improve our services in the future.

Learner satisfaction survey - At the completion of your classes, you will be issued with a Learner Satisfaction Survey. This is designed to collect feedback from students about their experience with the College and in undertaking nationally recognised training. Your completion and return of this survey is important to the College for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.

10.8 ACCESS TO YOUR RECORDS

You are entitled to have access to your student file and learning and assessment records on request. You may require these to monitor your learning progress. Whilst these records will be retained by the College, you are welcome to have access anytime just ask your trainer and it will be organised.

You can access hard copy records and reports from our student management system, but only relating to you personally. You can request this access by emailing the Academic Manager. Access to requested records during a workday will be arranged as soon as possible and definitely within 24 hours. Students should note that these records cannot be taken away unless a copy is requested. Where photocopies are requested, The College reserves the right to charge a one-off photocopy fee of \$10.00. There is no cost to simply view records at our office.

If you want to access or obtain a copy of the records that Innovative College holds in your file, you must make a request in writing using the Access to Records Request Form. There is no charge to access your records.

Within 10 days of receiving a request, you will be advised that you may either access the records in person or that the requested records will be sent to your home address.

Where access is provided to review the contents of a file, photo ID will be required to ensure that the person viewing the file is the person who lodged the request. Access will occur in the presence of an Innovative College staff member. Where copies of records are to be provided via post, records will only be sent to the home address that Innovative College holds on to file for the student.

A student may request a copy of their monthly Course Progress Report at any time via email or phone without using the

Access to Records Request Form. Access to records may be provided by:

- Making copies of documents held in a file;
- Giving access to the student to review their file;
- Providing a copy of an up-to-date Statement of Attainment; or
- Other means necessary to grant access to current and up-to-date records.

Amendment to records - If you believe that the information that Innovative College holds about you is incorrect, incomplete, out-of-date or misleading, you can request that the information be amended.

If you need to change your personal/ contact details, or the personal/ contact details of your emergency contact/ next-of-kin, you can lodge the change request using the Student Change of Details Form.

If you believe that other information in your file is incorrect, incomplete, out-of-date or misleading, you can lodge the change request using the Amendment to Records Request Form. Innovative College will assess your request and advise you of the decision in writing using the Notice of Amendment to Records Decision.

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

For Further Information about Studying in Australia, Visas, and Student Complaints, the following websites are useful:

Study in Australia - <http://www.studyinaustralia.gov.au/>

Living in Australia - <http://studyinaustralia.gov.au/Sia/en/LivingInAustralia/LivingInAustralia.htm>

Life in Australia Book (translated versions) - <https://www.homeaffairs.gov.au/trav/life/aust/life-in-australia-book>

Student Complaints via Overseas Students Ombudsman - <http://www.oso.gov.au/>

Visa Information: Students enrolled in ELICOS courses must always abide by the conditions of their visa. See: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>

Thank you for taking time to read through this student handbook. It is a very big document, but it has been designed to make sure you have access to all the policies and procedures as well as advice for being a successful student here at Innovative College. If any of this was too hard for you to understand we are happy to find people to translate/interpret this document for you.

You can ask our friendly student services staff for help with this!