International Student Handbook

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oct.edu.au
Table of Contents

ABOUT US .......................................................................................................................... 3

OUR CAMPUS/ES ............................................................................................................. 4
  Information about studying in Australia .......................................................................... 4
  Other Important websites ................................................................................................ 5
  Student Visa Conditions: ................................................................................................. 5

Studying in Brisbane .......................................................................................................... 6
  Migration Agents ............................................................................................................... 7
  Education Agents ............................................................................................................ 7

Pre arrival and Arrival information .................................................................................. 8
  Important Information & Emergency Contacts ............................................................. 8
  Important Telephone Numbers ...................................................................................... 8
  Medical Centres / hospitals ........................................................................................... 9

Transport .......................................................................................................................... 9

Arranging Travel: .............................................................................................................. 10
  BRISBANE CAMPUS ..................................................................................................... 10
  Things to Do: Before Leaving Home: ........................................................................... 11
  Upon Arrival in Australia: ............................................................................................. 12
  What to Bring ................................................................................................................ 13
  Various other information on living in Australia .......................................................... 13
  Accommodation Options in Australia .......................................................................... 13
  Bringing Family ............................................................................................................... 14
  Overseas student health cover (OSHC) ......................................................................... 15
  Australian laws and travel tips ....................................................................................... 16

STUDYING WITH THE OCEANIA COLLEGE OF TECHNOLOGY ...................................... 17

  CURRENT COURSES AVAILABLE TO STUDENTS ON INTERNATIONAL STUDENT VISAS WITH
  OCEANIA COLLEGE OF TECHNOLOGY ........................................................................ 17
  General Entry requirements: .......................................................................................... 17

LEGISLATION AND POLICIES .......................................................................................... 18

  CURRENT CRICOS legislation— ............................................................... 18
  Legislation Information for International Students ....................................................... 18

POLICIES & PROCEDURES TO BE PROVIDED TO INTERNATIONAL STUDENTS .......... 19
  Student Code of Behaviour / Rules ................................................................................. 19
  NC Standard 3 - Refund policy ..................................................................................... 19
  NC Standard 5 - Under 18’s policy N/A ....................................................................... 21
  NC Standard 6 - Summary of Critical Incident Policy/Procedure eg - Emergency evacuation procedures. 21
  NC Standard 7 - Transfer policy and procedure ........................................................... 24
  NC Standard 8 - Complaints and Appeals Policy .......................................................... 27
  NC Standard 10 - Monitoring Course Progress Policy and Procedure .......................... 31
  NC Standard 11 - Monitoring Attendance Policy and Procedure .................................. 36
  NC Standard 13 - Deferring Suspending or Cancelling Student’s Enrolment Policy and Procedure .......... 41

STUDENT DECLARATION .................................................................................................. 47
ABOUT US

Oceania College of Technology (OCT) is a Registered Training Organisation (RTO), with extensive expertise in the Education Industry. Our success, and yours, is achieved by offering a wide range of innovative, creative and flexible training programs, both theoretical and vocational, that suit the individual needs of each student.

OCT is aligned to industry needs and works closely with numerous community and business partners to build a skilled and productive workforce and to fill labour shortages. We deliver training in the workplace and offer workforce development solutions across Automotive industry. The success of these services is based on fostering strong relationships. Ongoing consultation with Industry Advisory Groups actively informs the planning, design and delivery of OCT’s vocational education and training programs.

We operate in accordance with the highest possible standards, and aim to produce similarly accomplished students who would be an asset to any organisation. To ensure this, we have highly qualified staff members who will provide you with the best possible service, advice and learning.
OUR CAMPUS

Oceania College of Technology is located at Archerfield, near the airport. Its proximity to public transport, cafes, restaurants and shopping facilities make it an easy place to access and comfortable to unwind outside class time.

Our Archerfield is situated within 25 minutes of Brisbane International Airport and 60 minutes from the Gold Coast; bus within 100 metres to the city and surrounding shopping centres and suburbs; 15 minutes by car to Brisbane City Centre.

Our facility is fully equipped with:

- Fully functioning Automotive/Motorsport garage including Hub Dyno
- 4 large lecture rooms with integrated AV.
- Student lounge and Library
- Computer lab
- Wifi throughout

Our office hours are Monday to Friday; 8am to 5pm AEST.
Class hours can vary depending on the course, please contact the college for more information.

Information about studying in Australia
Queensland
http://www.destinationqueensland.com/

Study in Australia

Living in Australia

Life in Australia Book (translated versions)
Other Important websites

Overseas Students Ombudsman

Department of Immigration and Border Protection (DIBP)

The Australian Government’s Department of Immigration and Border Protection provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application. Visit www.immi.gov.au/students/index.htm for the latest information.

Student Visa options

Applying for a Student Visa – rules and requirements

Provider default (if your provider can no longer offer your course for study)

Student Visa Conditions:

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa. These conditions include (but are not limited to):

- Complete the course within the duration specific on the CoE
- Maintain satisfactory academic progress
- Maintain satisfactory attendance
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with your principal education provider for 6 calendar months, unless issued a letter of release from the College to attend another institution
- Notify your training provider of your Australian address, phone or email and any subsequent changes of address within 7 days.

For the full list of mandatory and discretionary student visa conditions including rules for working while studying visit http://www.immi.gov.au/students/visa-conditions-students.htm.
Studying in Brisbane

Brisbane is the capital of Queensland - the ‘Sunshine State’ and renowned for its shopping, dining, cultural diversity and nightlife.

Brisbane is also the gateway to the sun, surf and beaches of the Gold Coast and Sunshine Coast.

For further information visit the web links below:

http://www.brisbane-australia.com/

BRISBANE WEATHER

Surrounding areas to visit

Sunshine Coast

Gold Coast
http://www.visitgoldcoast.com/
**Migration Agents**

A migration agent can assist you in submitting your visa application and communicate with DIBP on your behalf, but please note that **you do not need to use a migration agent** to lodge any kind of visa application.

**Education Agents**

Education agents promote various Australian education programs and institutions internationally and are a good way for students to apply to study in Australia. Agents are experienced in assisting with international student applications and applying for visas. Most speak both English and the local language so this makes the application process a lot simpler and generally hassle free for students and parents. Most do not charge for their service as they collect a commission from the college you choose to attend. However, some agents do charge small amounts or offer additional services for which they charge. You can check our website to see a current list of agents we recommend.

**Please Note: Although able to assist in completing education and visa applications, Education Agents are NOT licensed to provide migration advice.**
Pre arrival and Arrival information

Important Information & Emergency Contacts

General Contact Details
Phone: +61 7 3106 4200 or email info@oct.edu.au

International Student Coordinator
Saurav Singh +61 416 926 512 or email saurav.singh@oct.edu.au

International Student 24 Hour Emergency Contact
Saurav Singh  +61 416 926 512 or Alexander Dunn  +61 403 139 050

Important Telephone Numbers

IN THE CASE OF EMERGENCY DIAL 000 from a landline or phone box

or

112 from a mobile phone for Police, Fire or Ambulance

Department of Immigration and Border Protection (DIBP)
Hours of operation 9 am to 4.00 pm Monday to Friday

Phone: 131 881

BRISBANE OFFICE
Ground Floor
299 Adelaide Street
Brisbane QLD 4000

Medical Centres / hospitals

Salisbury Medical Centre  
272 Lillian Ave  
Salisbury QLD 4107

Queen Elizabeth II Jubilee Hospital  
Corner of Kessels Road and Troughton Road  
Coopers Plains QLD 4108

Transport

All public transport in South East Queensland is provided by TransLink.  

The Archerfield campus can be access by Train and Bus services. More information about accessing the college via public transport can be found on the above link.

Department of Foreign Affairs and Trade (DFAT)

As well as links from the DIBP website the Department of Foreign Affairs and Trade website http://www.dfat.gov.au/embassies.html has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

Some Embassies/Consulates are listed below for your convenience:

<table>
<thead>
<tr>
<th>Country</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>China PR</td>
<td>(03) 9822 0604</td>
</tr>
<tr>
<td>India</td>
<td>(02) 6273 3999</td>
</tr>
<tr>
<td>Greece</td>
<td>(03) 9866 4524</td>
</tr>
<tr>
<td>Indonesia</td>
<td>(03) 9525 2755</td>
</tr>
<tr>
<td>Japan</td>
<td>(03) 9639 3244</td>
</tr>
<tr>
<td>Korea South</td>
<td>(02) 6273 3044</td>
</tr>
<tr>
<td>Malaysia</td>
<td>(03) 9820 0921</td>
</tr>
<tr>
<td>Taiwan</td>
<td>(03) 9650 8611</td>
</tr>
<tr>
<td>Thailand</td>
<td>(03) 9650 1714</td>
</tr>
<tr>
<td>Vietnam</td>
<td>(02) 6268 6059</td>
</tr>
</tbody>
</table>

For a complete list of foreign embassies in Australia visit - http://protocol.dfat.gov.au/Mission/list.rails
Arranging Travel:

Students will need to make their own travel arrangements to Australia. Please try to arrive at least 1-2 weeks before the start of Student Orientation to allow enough time for settling-in, adjusting to the climate and overcoming jet-lag.

BRISBANE CAMPUS


On arrival you can catch a cab or train/bus to your accommodation.
Things to Do: Before Leaving Home:

- Apply for passport
- Arrange student visa
- Make contact with College
- Complete required forms with College
- Make payments to College
- Arrange for immunisations and medications from doctor
- Apply for a credit card and/or arrange sufficient funds
- Confirm overseas access to your funds with your bank
- Make travel arrangements
- Arrange travel insurance / OSHC
- Advise institution of travel details
- Arrange accommodation
- Arrange transport from airport to accommodation

- Pack bags being sure to include the following:
  - Name and contact details of a College representative
  - Enough currency for taxis, buses, phone calls etc. in the event of an emergency
  - Important documents:
    - THIS HANDBOOK!
    - Passport
    - Letter of Offer
    - Confirmation of Enrolment (eCoe)
    - Certified copies of qualifications & certificates
    - Travel insurance policy
    - ID cards, drivers licence, birth certificate (or copy)
    - Receipts of payments paid
    - Medical records and / or prescriptions.

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

- Call home ............................................................................................................... ☐
- Settle into accommodation ................................................................................. ☐
- Contact College .................................................................................................... ☐
- Purchase household items and food ................................................................. ☐
- Enrol children in school (if applicable) ............................................................... ☐
- Attend international student orientation at College (compulsory) ................. ☐
- Advise College of your address, phone and email .............................................. ☐
- Get student ID card ............................................................................................... ☐
- Advise health insurance company of address & get card ................................... ☐
- Open a bank account ........................................................................................... ☐
- Attend faculty/course specific orientation sessions ........................................... ☐
- Get textbooks ....................................................................................................... ☐
- Start classes .......................................................................................................... ☐
- Apply for tax file number if seeking work ......................................................... ☐
- Get involved in student life and associations ..................................................... ☐
  (eg music, sporting and cultural clubs).
What to Bring

Australian Customs Services and quarantine are considered to be quite strict. If you're in doubt about whether your goods are prohibited or not, declare it anyway on the Incoming Passenger Card which you will receive on the plane. Students have received on the spot fines for not declaring items. For further information visit the Australian Customs website: http://www.customs.gov.au/

For information on how much luggage you can bring check with your airline.

Information and Tips in various languages -

Australian Customs for arriving travellers -

Guide for Travellers -

Various other information on living in Australia

Accommodation Options in Australia

Choosing Where to Live

Most students want to live within walking distance of the campus but this is not always possible and is usually determined by availability and cost. Often it is more convenient and more cost-effective to live further from the campus but closer to shops and public transport.

Whilst studying with Oceania College of Technology your accommodation options are:

http://www.realestate.com.au and go to share accommodation section
http://www.domain.com.au
http://www.studenthomestay.com.au
http://au.easyroommate.com
http://www.share-accommodation.net/index.htm
Bringing Family

Most student visas allow you to bring your family members to Australia as your dependants (check your individual circumstances DIBP website). Family members include your spouse, and you and your spouse's dependent children. Before bringing your spouse or children to Australia, you will have to prove that you can support them financially. The cost of supporting a family in Australia is high. You may have to consider and discuss many issues with your family.

Issues to Consider

Rather than bringing your family together with you to Australia, some students may find it useful to arrive first, settle into studies, find appropriate accommodation, adjust to living in Australia and then arrange for their family to join them.

Before making a decision to bring your family to Australia it is important to consider the following issues:

- The cost of airfares for your family to and from Australia;
- Possible higher rent for a larger home;
- Limited employment opportunities for your spouse;
- Extra costs for food, clothing and other necessities;
- The effect on you and your studies if your family is not happy in Australia;
- Whether your children will adjust to school in Australia;
- Waiting lists for child care centres; and
- Whether to come alone to Australia first and arrange things for your family or to all come at the same time.

For more information visit: http://www.immi.gov.au/living-in-australia/

Child Care

Finding suitable childcare in Australia requires patience and planning. Waiting lists for places in most childcare centres are long.

Many schools offer before- and after-school care programs (usually 7:30am-8:45am and 3:30pm-6:00pm). Children who need these programs must be registered with the school.
Schools:
If you would like to bring your children to Australia with you, you must be aware of the following schooling issues:

1. It is an immigration policy that school-age dependants of international students undertake formal schooling while they are in Australia.
2. You will need to provisionally enrol your child in a school before you leave your home country and you will normally have to pay the school fees one semester in advance. The school will issue an electronic Confirmation of Enrolment Form (eCoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.
3. The Diplomatic Mission in your country can tell you which State schools are registered to take international students. Fees are usually payable by international students at all State schools.
4. You will be responsible for school fees and other costs including school uniforms, books, excursions and stationery.
5. When choosing the most appropriate school for your child, it is best to ask questions about the school's curriculum, size, extra-curricular activities and the size of individual classes.
6. You should also take into consideration the distance from the school to your education institution, the suburb in which you intend to live and the method of transport you plan to use.

For further information, please contact:

Queensland:

There are two types of schools in Australia – State schools and independent schools.


Directory of State and Independent Schools Queensland


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

How do I get OSHC?

Students will be able to purchase OSHC through Oceania College of Technology at the enrolment stage.

Some students may be exempt from enrolling in the OSHC such as students from countries whose Governments may have Reciprocal Health Agreements for students in Australia.
Note: only some reciprocal health agreements cover students in Australia, some will only cover visitors. You should determine if you are eligible before you apply for your visa to come to Australia.

**Further information on OSHC can be found at:**

**Comprehensive Questions and Answers**

**Australian laws and travel tips**
STUDYING WITH THE OCEANIA COLLEGE OF TECHNOLOGY

CURRENT COURSES AVAILABLE TO STUDENTS ON INTERNATIONAL STUDENT VISAS WITH OCEANIA COLLEGE OF TECHNOLOGY

For the most current list of courses available to International Students visit -

or the college website oct.edu.au

For the most up to date Course details including costs and durations visit our website

Oceania College of Technology delivers courses face to face with a minimum of 20 hours per week delivered over 2 days or a minimum of 15 hours face to face with 5 hours to be completed online.

Students must attend a minimum of 20 hours of classes per week or as per your timetable if there is an approved online/distance component in your course.

For further details of individual course requirements including the entry requirements (academic and English), course credit/RPL, content, duration and cost, assessment methods and modes of study please refer to the individual course marketing material found on our website.

Fees are subject to change.

General Entry requirements:

- All students must of the age of 18 years or over at the time of applying for.
- IELTS band score of 5.5 or equivalent in line with DIBP regulations
- Satisfactory completion of studies in applicant’s home country equivalent to an Australian Year 12 qualification is required for entry into all courses.
- Mature age students will also be considered without the minimum education requirements but with relevant work experience within chosen area of study and a demonstrated capacity to meet course requirements. A minimum of 5 years’ experience would normally be expected but each case will be reviewed individually with relevant work experience evidenced by work reference letter on company letterhead, work samples and curriculum vitae submitted will be considered.
- A Language, Literacy, Numeracy, (LLN) assessment must be undertaken by all International Students to assign them into the correct course level
- If students have a physical disability or impairment, please contact the college for further guidance.

NOTE: Every application is individually assessed
LEGISLATION AND POLICIES

CURRENT CRICOS legislation—

- Education Services for Overseas Students Act 2000
- Education Services for Overseas Students Regulations 2001
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007
- Additional Education Services for Overseas Students Act 2000 (the Act) - Legislative Instruments

Legislation Information for International Students

The Education Services for Overseas Students Act 2000 (the ESOS Act) and related laws set out the requirements for providers who deliver education services to international students on a student visa.

These laws protect international students and also help ensure students meet student visa conditions for attending classes and making satisfactory progress in their studies while in Australia.

For further information including frequently asked questions visit: https://aei.gov.au/Regulatory-Information/Pages/Information-for-Students.aspx
POLICIES & PROCEDURES FOR INTERNATIONAL STUDENTS

Student Code of Behaviour / Rules

NC Standard 3 - Refund policy
This refund policy is provided in full to all students prior to any payment being made and is contained IN FULL in the Formal Student Agreement Contract.

This refund policy applies to all fees paid to the College and includes any money paid to an education agent to be remitted to the College. However, Education Agents are not authorised to collect money on behalf of the College. All fees should be paid directly to Oceania College of Technology.

Any additional fees requested by an agent should firstly be queried directly with the College before payment.

NOTE: Fees for additional services (not covered by the Letter of Offer of part of the agreement with Oceania College of Technology conducted by and paid to Education Agents by students are not covered by this refund policy.

The application for enrolment fee of $200.00 is non-refundable administration fee.

Oceania College of Technology does not require the student to pay more than 50 per cent of tuition fees before a course starts, unless it is for a short course of 25 weeks or less.

Oceania College of Technology can accept more than 50 per cent of tuition fees before a course starts if the student, or the person responsible for paying the fees, chooses to pay more.

Oceania College of Technology can request any remaining fees as per the payment plan set out in the written agreement with the student.

It is the policy of Oceania College of Technology to ensure that all applications for refund of fees are considered.

A full refund of all unused tuition fees will be made if a CRICOS course is cancelled by Oceania College of Technology for any reason. In this instance a refund will be made in 2 weeks.

An application for refund of course fees must be made in writing on the Application for Refund Form to Oceania College of Technology stating detailed reasons for the request. Any relevant evidence should also be attached for consideration.
* Note: Special consideration may be given to the refund of fees in extenuating circumstances (compassionate/compelling), following a written application to the CEO.

An eighty five percent (85%) refund is available up to **twenty (20) working days prior** to the commencement of the training program. Cancellation of enrolment under these circumstances will incur a $200 administration fee unless a student has had their visa refused refer Visa Refusal Exception.

A fifty percent (50%) refund is available where cancellation is made **less than twenty (20) working days prior** to the commencement of a course, unless a student has had their visa refused refer ‘Visa Refusal Exception’. However, students may be provided with the option to transfer to a course being offered at an alternate time.

No refund is available where students leave prior to completing the course.

No refund is payable where students have had their enrolment cancelled by Oceania for any breach of the Student Rules/Code of Behaviour.

**We will not issue refunds under other circumstances including but not limited to:**

- changes occur in student work hours, student changes/ leaves work
- it becomes inconvenient for a student to travel to class
- a student moves to a different location
- a student enrolment is cancelled for misbehaviour / breach of the College Code of Behaviour.
Refunds will be considered on a pro-rata basis for students who fall ill or are injured to the extent that they can no longer undertake the course providing a supporting Medical Certificate is supplied to Oceania.

Oceania will notify students of the outcome of the application for refund within 20 working days of receipt of a completed and signed application for refund and applicable evidence.

Refunds will be paid within 4 weeks after receipt of a written application for refund unless stated otherwise in this policy.

Refunds will be paid directly to the person who entered into the contract with Oceania unless we receive written direction to pay someone else from the applicant.

Refunds will be paid in Australia dollars.

All bank fees/charges incurred in issuing the refund will be deducted from the refund amount.

Students are not permitted to transfer course fees to another student.

This agreement, and the availability of complaints and appeals process, does not remove the right of a student to take action under Australia's consumer protection laws.

Students are obligated to pay outstanding course fees and understand Oceania will not issue a Letter of Release if fees are owed for the current study period. For further details refer Transfer between registered providers Policy.

**NC Standard 5 - Under 18's policy N/A**

Oceania does not offer courses to International students under 18 years of age.

**NC Standard 6 - Summary of Critical Incident Policy/Procedure**

*Definition*

A critical incident is defined by the National Code [under Standard 6] as ‘a traumatic event, or the threat of, which causes extreme stress, fear or injury’.

Critical incidents could include but are not limited to:

- Fire, bomb-threat, explosion, gas or chemical hazard
- Student or staff witnessing a serious accident or incidence of violence
- Serious injury, illness, or death of a student or staff
- Students or staff lost or injured during fieldwork experiences
- Missing student
- Severe verbal or psychological aggression
- Physical assault
- Natural disaster in home country or country of study e.g. earthquake, flood etc
- Social issues e.g. sexual assault
- drug use, alcohol abuse.

Oceania further defines critical incidents as traumatic events or threats which can cause extreme stress, fear or injury to students and/or staff.

Oceania also acknowledges critical incidents could also be missing students, severe verbal or psychological aggression, death, serious injury or threats; natural disasters, domestic violence, sexual assault, drug or alcohol abuse, other non life threatening events could still become critical incidents.

As soon as a staff member is aware a student or a member of their family has been seriously injured or in an accident or any other event/circumstance as defined above, the Critical Incident Policy and Procedure will be activated.

The relevant authority (eg police) will be called in the first instance if there is a breach of Australian Law.

All emergencies must be rung through to 000 - Police, Fire or Ambulance in the first instance or 112 in the case of a mobile phone.

PROCEDURE

At first signs of a staff member becoming aware of a critical incident depending on what the incident is, they must immediately call for assistance and where necessary a staff member or designated person will phone internal personnel and/or outside authorities to assist.

BASIC PROCEDURE:

- Identify the nature of the critical incident
- Contact emergency services - 000 or 112 via a mobile if applicable
- Notify staff
- Implement an appropriate critical incident plan
- If applicable secure the area
- Ensure safety and welfare of staff/students/visitors
- Liaise with emergency services, hospital and medical services
- Manage media and publicity - additional embassies /departments may require notification eg DIBP refer to Institute Compliance Officer / Health and Safety Officer for advice.
- Contact and inform parents and family members
- Identify students and staff members most closely involved and at risk
- Assess the need for support and counselling for those directly and indirectly involved
- Ensure only factual information is shared with the community
- Arrange debriefing for all students and staff most closely involved and at risk
- Restore the College to its regular routine, program delivery, and community life as soon as practicable
- Officer in charge or designated person to complete a Critical Incident Report
- Identify any other persons who may be affected by the incident and offer support
- Maintain contact with any injured and affected parties to provide support and to monitor progress
- Evaluate the management of incident - The evaluation process should include feedback gathered from all staff, students, and other parties involved
- An evaluation report must be made available to the CEO/PEO

Safety of all involved is paramount. Students and staff are to be located to a 'safe area' if required.

The area must be surveyed and made safe for all parties.

The International Student Welfare/Support Officer (or their back up person) will ensure the students parents, The Department of Immigration and Border Protection (DIBP) and all appropriate emergency contacts, are contacted quickly and efficiently being mindful of privacy requirements, cultural needs and time differences. An interpreter may be required.

The International Student Welfare/Support Officer will have access to all emergency student records after hours.

International Student Welfare/Support Officer (or back up person) will recommend and provide details to all parties involved in the incident, with any necessary counselling or support services as required.

All staff involved in the incident are to complete a report to be submitted to the CEO. This report must include action taken at the time any follow up action required.

**Evacuation /Emergency Procedures:**

In the event of any emergency requiring evacuation - follow the **Emergency Evacuation Plan** displayed in every classroom / student area administration.

All emergency plans will state exits, assembly areas and the location and type of emergency equipment available on site eg fire extinguishers.

Emergency Plans will also list emergency phone numbers.

All students and staff must meet at the assembly/safe area as marked on the Evacuation Plan for a roll call.

Emergency evacuation drill practice will be carried out randomly each semester.

Emergency evacuation is also explained during student and staff Orientation.

A first aid kit will be kept equipped and on all sites at all times.

All emergencies will be recorded and kept on applicable file/s.
Critical Incidents occurring OUTSIDE AUSTRALIA:

As soon as Oceania becomes aware of the incident, staff will endeavour to identify all students who may be affected.

NC Standard 7 - Transfer policy and procedure

Global Training Innovations Pty Ltd t/a Oceania College of Technology (Oceania) distinguishes student transfers into two categories incoming and outgoing students.

Oceania will ensure all students; staff and agents have access to our Transfer Policy and Procedure.

Oceania acknowledges students can transfer with no restrictions once they have completed 6 months of their principal course.

Oceania may request permission from students to contact their previous institution to gain further information on their previous enrolment. Such permission will be requested in writing and signed by the student.

INCOMING STUDENTS

1. Will not enrol a student wishing to transfer from another institution unless the student can provide evidence they have completed 6 months of their Principal Course unless:

   a. the original CRICOS provider of the course in which the student is enrolled has ceased to be registered
   b. the original provider has produced a Letter of Release
   c. the original provider has a sanction imposed on its registration by the Australian Government or State or Territory Government that prevents the student from continuing his or her principal course
   d. A Government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

Oceania will check the Provider Registration and International Student Management System (PRISMS) to see if the student is enrolled elsewhere, but will not solely rely on the PRISMS data.

Other checks may include evidence of the completed qualification/Statements of Attainment from the student and/or evidence of the last date they attended a class, to try to ascertain the student is not enrolled elsewhere or still within 6 months of their principal course.

Oceania is aware if a student transfers to another provider, any refunds of course fees paid to the original provider will be in accordance with the original provider's refund policy.

OUTGOING STUDENTS

Oceania will not grant a Letter of Release to any student who does not have a valid Letter of Offer within the first 6 calendar months from the date of the commencement of their principal course. If the student has had a break in their enrolment due to a deferment or suspension, the break period will not be counted as part of their 6 months of completed study.
Oceania will grant a Letter of Release where the transfer will not be to the detriment of the student.

Some examples of what may be considered to the student's detriment are:

- if the transfer may jeopardize the student’s progression through a package of courses
- if the student has recently started studying the course and the full range of support services are yet to be provided or offered to the student (it is good practice to revisit the issue within a timeframe negotiated with the student); and
- if the student is trying to avoid being reported to DIBP for failure to meet the provider’s attendance or academic progress requirements.

Students wanting to be released from Oceania will be required to firstly request an appointment with either the Principal Executive Officer / Student Welfare Officer. Oceania will ensure a meeting is offered within 48 hours of the request. After the meeting, the student will be required to complete an application form with reasons of why they want to leave, and then sign and lodge the form with the administration desk. All documentary evidence supporting the request must be submitted with the form.

No request will be considered until the student produces a signed Letter of Offer from another CRICOS registered provider.

Oceania will not charge for a Letter of Release.

Our Letter of Release will state: whether or not the student demonstrated a commitment to studies during the course, whether or not they had a good attendance record, and whether or not they paid all course fees owing.

The Letter of Release will also advise the student to contact DIBP urgently to seek advice on whether or not a new student visa is required.

No restrictions apply to students who have completed the first 6 months of their principal course.

Oceania WILL NOT issue a Letter of Release if a student has unpaid course fees for the current study period. The current study period is determined as the study period in which the student applies for a Letter of Release. If this falls during holiday break the release will be determined as being the previous study period.

Oceania’s students will be provided with written notice of a transfer refusal. All records and processes which form part of the decision will be kept on the student’s file.

**NOTE: A Letter of Release is NOT REQUIRED if -**

A student arrives in Australia in anticipation of commencing a course, and the course is conditional on their meeting certain entry requirements. The student fails to meet these requirements, and in the absence of a release letter, the student is left without a provider. In this situation, where the student has not yet commenced their course, the provider cancelling the student's CoE is sufficient to permit a transfer under Standard 7.
Where a student’s enrolment may have been cancelled under Standard 13 of the National Code (‘Deferring, suspending or cancelling the student’s enrolment’), there is no need for the provider to also issue a release letter - in this situation the cancellation would be sufficient.

**Principal course is defined by DOE/DIBP AS....**

*The principal course is the student’s main course of study or that leading to the highest qualification on the student’s current visa. If the student is on a package of courses, the course leading to the highest qualification will be the student’s principal course and the restriction will apply to the first six months of that course and any packaged courses before it.*

**TRANSFER PROCEDURE:**

**INCOMING STUDENTS**

**STEPS TO BE FOLLOWED -**

1. Incoming students must provide a Letter of Release from their previous provider or evidence they have completed 6 months of their principal course and that they are not currently enrolled in any course with another provider, unless circumstances at 1 a,b,c, or d in the Transfer Policy are proven.
2. Copies must be kept on student files of all evidence.
3. If the transfer will affect the start dates of any subsequent courses covered by the visa, the student needs to obtain letters of release for those courses or gain the providers’ agreement to delay the start of those subsequent courses.
4. Where applicable, Oceania staff will advise students that changes to their preliminary courses may have ramifications for their admission to their principal course (e.g. if a preliminary course is a prerequisite).
5. All documentation will be kept on the student's file.

**OUTGOING STUDENTS**

**STEPS TO BE FOLLOWED -**

1. Student to complete an ‘Application for Transfer’. This application will include the student’s rights to appeal a refusal decision as per Oceania’s Complaints and Appeals Policy.
2. Staff are to check if any outstanding fees are owed.
3. Oceania to provide written acknowledgement of the completed application.
4. Oceania will assess the application, make a decision and inform students within 9 working days of receipt of the signed application. This document will again advise students of their right to appeal the decision.
5. Oceania will include advice if there are any outstanding fees for the current study period, that a release will not be granted until they are paid, as per the Transfer Policy.
6. Oceania will provide the student with written notice of the decision being either a Letter of Release or a Letter of Refusal with reasons for refusal in detail and attach to the original application. The refusal letter will also inform the student of their rights to appeal the decision under Oceania’s Complaints and Appeals Policy.
7. All documentation (including any appeal) will be kept on the student's file for audit.
8. All Letters of Release are provided at no extra cost
9. The Letter will advise students to contact DIBP to seek advice on whether a new student visa is required

Oceania MUST maintain records of all requests from students for a letter of release, the assessment process, and decision regarding the request, and keep evidence on the student's file.

Refunds
If a student has been issued with a Letter of Release, he / she is subject to the conditions of the College's Refund Policy.

National Code Standard 7 must be adhered to at all times.

**NC Standard 8 - Complaints and Appeals Policy**
This policy will be given to students before a contract is entered into or before an amount of money has been paid **whichever happens first**.

Written records of all complaints and appeals will be kept in detail on student files and provided to the student.

All Complaints and Appeals will be handled fairly, professionally, equitably, confidentially, and in a timely manner, with a view to achieving a satisfactory resolution as soon as practicable.

Oceania will in the first instance always endeavour to resolve complaints/disputes informally. Students are encouraged to firstly talk to a member of staff as soon as a problem arises.

Oceania is committed to dealing with complaints/disputes in a fair and timely manner.

- Where possible the complaint will be dealt with immediately by the Compliance Officer/Student Welfare Officer.
- Students and / or Oceania staff may be accompanied and assisted by a support person at any relevant meeting.
- The formal complaints process will commence within 10 working days of Oceania's receipt of a written complaint or appeal and supporting information.
- Oceania will take all reasonable steps to finalise the process within 21 days from commencement or as soon as practicable.
- The complainant will be provided with a written statement of the outcome of each stage of the complaint/appeal, including details of the reasons of the outcome.
- If a student chooses to access Oceania's complaints and appeals processes, Oceania must maintain the student's enrolment while the complaints and appeals process is ongoing.
- If the internal or external complaint handling or appeal process results in a decision that supports the student, Oceania must immediately implement any decision and/or corrective and preventative action and advise the student of the outcome.
• All complaints or appeals will be finalised as soon as practicable after receipt of the written complaint or appeal. A written response, advising of the outcome will be provided.
• If the student is not satisfied with the result or conduct of Oceania’s internal complaints handling and appeals process, Oceania will assist the student to access independent mediation at minimal or no cost to resolve the dispute.
• Nothing in the College’s Complaints/Disputes Resolution policy negates the rights of any overseas student to pursue other legal remedies.
• If a student is not satisfied with the result or conduct of our internal complaints and appeals process, the college must advise the student of his or her right to access the external appeals process at minimal or no cost.
• Students can contact the Overseas Student Ombudsman directly.

• The college is not required to continue to offer learning opportunities throughout the complaints or appeals process. The college can decide whether it will continue to offer learning opportunities throughout any appeals process. The college may decide to exclude a student from attending classes, but continue to provide work to complete outside of the classroom environment. The college acknowledges that to deny students learning opportunities throughout the appeals process may disadvantage the student should the appeals process find in their favour.

• The dispute resolution policy does not prevent an overseas student from exercising the student’s right to other legal remedies.
• Any substantiated complaint will be acted upon. All complaints and appeals will be recorded in detail including the outcome of each stage.
• A complaint can be forwarded directly to the Student Welfare Officer/Administration desk.

• Oceania will not report a student for unsatisfactory progress or attendance until the student has been allowed to access our internal and ONE external complaints and appeals process.
• Oceania will await the outcome of this process (and if, in favour of the provider) before reporting the student through PRISMS.
• For appeals on the college ‘s decision to defer, suspend or cancel a student’s enrolment, the college only needs to wait until the internal complaints/appeals process is completed (if in favour of the college) to notify DOE/DIBP via PRISMS.

**ACADEMIC COMPLAINTS / APPEALS**

• Complaints/appeals against academic decisions will be accepted up to fourteen (14) days from the date an assessment result was received.
• Assessment will be reviewed having due regard to submissions made by the participant.
• An independent facilitator/trainer will be assigned to assess the complaint.

**Suspension/Cancellation of Enrolment**
- Where the appeal relates to the college’s decision to defer/suspend or cancel a student’s enrolment for misbehaviour /breach of college rules, the college will only await the outcome of the internal appeals process if it supports the college before notifying DOE and DIBP through PRISMS of the change to the student’s enrolment.

- If the outcome of the internal or external appeals process results in a decision favouring the student the college will immediately implement any corrective action, decision or measures required and advise the student of the outcome.

**EXTERNAL COMPLAINTS AND APPEALS**

The college will only await the outcome of one external appeals process before reporting/taking action against the student for course progress or attendance.

Where the appeal relates to the college’s decision to defer/suspend or cancel a student’s enrolment for misbehaviour /breach of college rules, the college will only await the outcome of the internal appeals process if it supports the college before notifying DOE and DIBP through PRISMS of the change to the student’s enrolment.


**Level 1 Brisbane Magistrates Court**

363 George Street  
Brisbane QLD 4000  
Postal address  
GPO Box 149  
Brisbane QLD 4001  
Phone 3006 2518

For details of centres located around Queensland - [http://www.justice.qld.gov.au/justice-services/dispute-resolution/dispute-resolution-centres](http://www.justice.qld.gov.au/justice-services/dispute-resolution/dispute-resolution-centres) outside Brisbane phone 1800 017288. At present there is no fee for use of this service, but this may change.

If mediation is sought, the mediator is required to report the outcome of the mediation, including any recommendations arising, within 14 days of the completion of the review. Once the college receives the report of the outcomes from independent mediation, they will provide a written report to the complainant within 10 working days on the recommended actions to resolve the grievance.
OVERSEAS STUDENTS OMBUDSMAN

The Ombudsman provides an external complaint and appeals process for overseas students of private education providers.

*If you wish to lodge an external appeal or complain about a decision made by the college, you can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website [www.oso.gov.au](http://www.oso.gov.au) or phone 1300 362 072 for more information. Email: ombudsman@ombudsman.gov.au*

COMMONWEALTH RTO AND CRICOS REGULATOR

If the student is concerned about the actions of the provider they may approach the Australian Skills Quality Authority (ASQA), the Registration Authority for CRICOS RTOs. The Australian Skills Quality Authority (ASQA) has the power to suspend or cancel the provider’s registration or a course if a breach of the requirements of registration provision is proved. To lodge a complaint with ASQA visit [http://www.asqa.gov.au/](http://www.asqa.gov.au/complaints/making-a-complaint.html)

COMMONWEALTH ESOS REGULATOR

DOE through the [ESOS online enquiry form](http://www.esos.gov.au/ESOS) or through the ESOS helpline (02) 6240 5069.

The student may send through a complaint at any point, including after he or she has exhausted the provider’s internal appeals process and the external appeals process. DOE will only intervene where Oceania’s appeals process was not conducted correctly or if Oceania did not make the appeals process available to the student. DOE will only look at whether the appeals process met the requirements of the National Code. The DOE role is not to judge whether the outcome was right or wrong.

COMPLAINTS PROCEDURE

All students will be given the opportunity to present their case. The student should undertake the following steps:

1. In the first instance, an informal approach is encouraged to be made to the person with whom the student has the complaint, in order to see if the matter can be resolved in a mutually satisfactory way.

2. If not satisfied OR unable to undertake Step 1, the student is then to lodge the complaint in writing for investigation.

3. Students lodging a complaint will be provided with a copy of the *Complaints and Appeals policy* outlining all of their rights and responsibilities with a 'Complaints / Appeals form'.
4. All complaints must be recorded.
5. A member of staff/facilitator who has not been involved in the complaint, will review the complaint and endeavour to have the matter resolved.
6. An investigation **must be** commenced within 10 working days of written/formal lodgement.
7. The student (and support person if required) will be invited to attend a meeting to discuss / formally present the complaint/appeal at no cost to them.
8. The investigating officer must provide a written outcome of the complaint/investigation to the complainant and to the Chief Executive Officer within 21 days of written receipt wherever possible or as soon as practicable.
9. The written outcome is to include that if the student is not satisfied with the outcome, of their rights to access independent mediation at minimal or no cost to resolve the dispute.
10. Students who are not satisfied with the process/decision may contact the Overseas Students Ombudsman or other Regulator as outlined in our policy for assistance.
11. Oceania will only maintain the student’s enrolment while a complaints/appeals process is ongoing as outlined in the policy.
12. Oceania will not report a student for unsatisfactory progress or attendance until the student has been allowed to access **ONE** external complaints and appeals process.
13. Full details of all complaints/appeals, outcomes and any corrective/preventative action are to be kept on the student file.
14. A signed copy (signed by student and investigating officer) of the conclusions/outcome of the complaint/appeal provided to the student is also to be kept on the student file.
15. If the internal or external complaint or appeal process results in a decision that supports the student, Oceania will immediately implement any decision and/or corrective and preventative action required and advises the student of the outcome.

Written records of all complaints and appeals will be kept in detail at each stage (including corrective and preventative action, reasons and outcomes) on student files and provided to the student.

**NC Standard 10 - Monitoring Course Progress Policy and Procedure**

Global Training Innovations Pty Ltd t/a Oceania College of Technology (Oceania) will assess, monitor and record student results on completion of **each unit of competency** or at the **end point of each study period**, at the minimum.

The ESOS framework and DIBP visa conditions require that students maintain satisfactory academic progress in their course.

Oceania will also monitor the progress of students to ensure at all times students are in a position to complete the course in the time as specified on their COE.
A generic course progress policy may not be appropriate for more than one course. Courses that require additional or varied progress rules will be provided a separate course progress policy.

**Unsatisfactory progress is defined by Oceania as not successfully completing or demonstrating competence in at least 50% of the course requirements in a study period.** Oceania advises the course and study requirements of each study period clearly to students on commencement. Any variations are advised to students in writing as soon as they are known.

Trainers will discuss any concerns with students and offer assistance as they arise to help prevent students falling behind in their course progress.

Trainers will constantly monitor the progress of students and report any concerns to the Academic Manager/CEO as soon as identified.

Any student that fails a unit of competency in their course may be considered at risk to not complete the course in the expected duration and intervention strategies commenced at any point, if approved by the CEO. This is at the discretion of the CEO.

For the purpose of course progress Oceania defines a study period as 1 term.

Oceania will at the minimum monitor and record student's course progress on completion of each unit of competency or a minimum of once per study period (study period = 1 term). Students are notified in writing as soon as it is identified they are 'at risk' to not achieve satisfactory course progress (80% course progress of less) (Warning Letter 1) during a study period. Students will be required to meet with a trainer/academic manager to discuss what action/intervention strategies are to be taken.

Intervention strategies are tailored to meet each student's individual needs. Formal intervention strategies and counselling of the student will be implemented.

Intervention Strategies could include:

- attending tutorials/study groups
- receiving individual assistance
- attending counselling
- receiving assistance with personal issues which are influencing progress
- receiving mentoring
- being placed in a suitable alternative subject within a course or a suitable alternative course; or
- a combination of the above and a reduction in course load.

Should students continue to not meet satisfactory course progress they will be notified in writing as soon as it is identified they are 'at high risk' to not achieve satisfactory course progress (70% course progress of less). Students will be required to meet with a trainer / academic manager to discuss further intervention strategies to be taken.
Students who are identified as having unsatisfactory course progress over two consecutive study periods will be reported to DIBP for unsatisfactory course progress. Students in this instance will be issued with an Intention to Report Letter for not making satisfactory progress outlining to them they have 20 working days to access the Oceania’s complaints and appeals process. All records will be kept on student files.

**BASIC PROCESS:**

1. Students who fail 20% of their units in any given term (study period) will be deemed as 'at risk', receive a warning letter and offered counselling/intervention strategies.
2. Students who continue to fail 30% of their units in any given term (study period) will be deemed as 'at high risk' and receive a 2nd warning letter and required to attend counselling/undertake intervention strategies.
3. Students who fail more than 50% or more units of competency over two consecutive study periods will receive an 'Intention to Report Letter'.
4. Students are given 20 days from the date of the letter to initiate an internal or external appeal.
5. Student enrolment will be maintained during an appeals process. Refer Complainants and Appeals Policy and Procedure.

**PROCEDURE AND INTERVENTION STRATEGY.**

As a generic course progress policy may not be appropriate for more than one course, staff must ensure they access the correct policy and procedure. Courses that require additional or varied progress rules will have a separate course progress policy written if required.

The trainer/facilitator MUST monitor record and assess student course progress on completion of each unit of the course or at the minimum, at the end of each study period. Details are to be kept on the student academic file.

At anytime, when a trainer becomes aware of issues or has concerns regarding the student's progress they should first speak to the student (ensuring that all communication is recorded in the student's individual file) and then advise the Academic Manager of these concerns.

At any time during the study period if student is identified by their trainer/facilitator as 'a possible risk', the student will be given a verbal warning and offered counselling and assistance. This must be documented on the students file and advice provided to the Academic Manager /Student Support Officer.

If the student fails more than 20% of their units of competency in a study period, they must be sent an 'at risk of being reported' for unsatisfactory course progress warning letter and advice they are required to meet with the Academic Manager to discuss / action intervention strategies. Students may take a support person to this meeting.

If the student fails more than 30% of their units of competency in a study period, they will be sent an 'at high risk of being reported' for unsatisfactory course progress warning letter and
required to meet with the Academic Manager to discuss further action / intervention strategies. Students may take a support person to this meeting.

The warning letters will also advise students unsatisfactory course progress (less than 50% competency over two consecutive study periods), may lead to them being reported to DIBP and the possible cancellation of their visa. Students will also be told of their rights to appeal such a decision and provided a copy of the Complaints and Appeals Policy and Procedure.

Intervention Strategies to be discussed may include but not limited to -

- Identify what support strategies would best suit the situation and planning implementation.
- Academic and or personal support/counselling offered to the student internally or externally as appropriate
- Planned regular follow up and feedback from the teaching staff to track progress and keep communication open
- Advice on alternate units/courses if considered more suitable/appropriate for the student
- Resitting units
- Any other support appropriate to the individual circumstances.

All records MUST be kept on the student file.

Course progress in a non-compulsory study period is to be disregarded when considering whether or not a student has made satisfactory course progress over two consecutive study periods.

If a student is identified for a second, but not consecutive study period as not making satisfactory course progress, Oceania does not report the student for unsatisfactory course progress.

When a student fails to achieve 50% competency over two consecutive compulsory study periods this will be deemed as not making satisfactory academic progress.

The student will then be provided with a written notice of 'Intention to Report' to DIBP, informing them that they are able to access the Complaints and Appeals process, and that they have 20 working days in which to do so.

The Notice of Intention to Report issued must describe intervention so far/warning letters already sent/ what has taken place and the intention to report the student. It also must details their right to appeal the decision and provide advice on what the student must do regarding their visa.

A student may appeal on the following grounds:

i. Oceania’s failure to record or calculate the student’s marks accurately,
ii. compassionate or compelling circumstances, or
iii. Oceania has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

If a student chooses to access the provider’s complaints and appeals process, Oceania must maintain the student’s enrolment while the complaints and appeals process is ongoing as per our Complaints and Appeals Policy and Procedure.

If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements over two consecutive study periods) Oceania does not report the student, and there is no requirement for intervention.

If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through Oceania’s intervention strategy, and Oceania does not report the student.

NOTE: Oceania will only await the outcome of our internal and one external appeals process before reporting a student for unsatisfactory course progress (if found in favour of Oceania).

If the student chooses not to access the complaints or appeals processes within the 20 working day period or withdraws from the process

OR

On completion of the appeals process unsatisfactory course progress is confirmed, they will be reported to DOE and DIBP via PRISMS within 5 working days of finalising the decision to report, for unsatisfactory course progress.

When a student is reported for unsatisfactory course progress DIBP will consider all the information available and if they decide to consider cancellation, DIBP will send a Notice of Intention to Consider Cancellation (NOICC) prior to a decision being made to cancel the student’s visa. Students will be given an opportunity to respond to the NOICC and explain their situation.

Erratic course progress as a potential indication of non-bona fide students
If Oceania suspects a student is not a genuine/bona fide student, Oceania may cancel the student’s enrolment, as allowed under Standard 13 and as stated in our Standard 13 policy. Refer Standard 13 Deferment, Suspension or Cancellation of enrolment policy and procedure.

A non genuine/non bona fide student is defined by Oceania as a student with erratic (irregular/ inconsistent) course progress or does not progress in their course and does not attend/does not participate in regular classes. Oceania will ensure that prior to enrolment; students are made aware of the grounds on which cancellation of enrolment may occur as provided to them via the International Student Handbook.

All breaches to student's visa conditions must be reported via PRISMS even if the student has ceased study.
NOTE: To report a student for not making satisfactory progress, Oceania staff must go into the Student Course Variation screen, from the drop down list under ‘Reason for Course Variation’, and choose Unsatisfactory Course Progress.

NC Standard 11 - Monitoring Attendance Policy and Procedure
Global Training Innovations Pty Ltd t/a Oceania College of Technology (Oceania) policy is students should attend all classes (100%) of their course to gain optimum learning. However, if students have valid reasons for absence a minimum of 80% of their course contact hours must be maintained to avoid being reported to DOE/DIBP.

Oceania believes good attendance is important in order to achieve the desired educational outcomes.

Maintaining satisfactory attendance is a student visa requirement.

Students must contact the College every time they will be absent prior to the regular class time, via email, phone or SMS to a member of staff.

Students who do not advise the College of absences will be contacted/counseled by the Student Support Officer or another staff member.

Regular class attendance is essential in order for students to progress satisfactorily in their course and to be deemed as a genuine / bona fide student.

Oceania will report students for non attendance via PRISMS as per the conditions outlined in this policy. An outcome of reporting a student for non attendance via PRISMS is the student visa may be cancelled.

Oceania will at the minimum contact and counsel students who:

- have been absent for more than five consecutive days without approval; or
- are at risk of not attending for at least 80 per cent of the scheduled course contact hours.

All phone conversations, copies of letters, emails and notices relating to attendance will be kept on the student file.

Student attendance is monitored daily by trainers. Student absences are tracked and monitored at the end of each week.

All absences due to illness should be accompanied by a medical certificate.

Any absences longer than 5 consecutive days without approval will be investigated as a matter of urgency.

- Student Support officer will attempt to contact the student
• If student is not able to be contacted their agent will be contacted.
• Student Support Officer will counsel student on the importance of notifying the College when absent.
• If contact cannot be made the Student Support Officer will discuss with CEO and the relevant authorities will be notified (eg police, DIBP, next of kin)

Once a student’s attendance drops below the defined levels and there is no possibility of the student reaching that level by the end of the study period the formal process will begin.

Students excluded from class for misbehaviour

Oceania will record any 'period of exclusion' from class as absence (where the enrolment is not officially suspended on PRISMS) and include this absence in attendance monitoring calculations (potentially putting a student with marginal attendance in danger of being reported for unsatisfactory attendance).

Also refer Standard 13 Deferment, Suspension and Cancellation Policy and Procedure.

WARNING 1
90% Attendance
Students whose attendance falls to 90% or less will be contacted by letter/email and/or SMS to alert them that their attendance is at risk. Students will be advised to discuss the matter with the Student Support Officer.

WARNING 2
85% Attendance
Students whose attendance falls to 85% will be contacted by letter/email and SMS warning them that they are now at risk of being reported to DIBP and they must make an appointment with the Student Support Officer ASAP for assistance/advice. Students may take along a support person.

Intention to Report (Less than 80% Attendance)
As soon as Oceania is aware a student will not achieve 80% attendance, Oceania will send students an 'Intention to Report letter’ which shall inform the student that they have 20 working days in which to access the College’s complaints and appeals process. The student will be given another copy of the Complaints and Appeals Policy with the Intention to Report Letter.

NOTE: Oceania will only await the outcome of our internal and one external appeals process before reporting a student for unsatisfactory attendance (if found in favour of Oceania).

If a student chooses NOT to access the complaints and appeals processes within the 20 working day period, withdraws from the process or the process is completed and the decision is in support of Oceania, Oceania will notify the Secretary of DOE via PRISMS that the student is not achieving satisfactory attendance as soon as practicable (within 5 working days).
Oceania may decide not to report a student for 80% attendance where Oceania feels the student is a genuine student and can confirm the student is attending AT LEAST 70% of the scheduled course contact hours and maintaining satisfactory academic performance, where the college is satisfied they are a genuine/bona fide student and where they provide:

- documentary evidence demonstrating compassionate or compelling circumstances for their absences e.g., medical illness supported by a medical certificate, **AND**
- attendance has not fallen below 70%, **AND**
- Academic progress is satisfactory.

Where a student with low attendance is able to demonstrate (and provide evidence of) compassionate or compelling circumstances, the CEO will assess whether a temporary suspension of studies is in the best interest of the student. Refer **Deferment, Suspension and Cancellation Policy**.

**In all circumstances if the student's attendance drops to below 70%, students will be reported to DOE/DIBP via PRISMS.**

‘Medical certificate’ means a certificate issued by a registered medical provider such as hospitals, doctors, dentists, physiotherapists, chiropractors, optometrists, ophthalmologists, psychiatrists and psychologists. The College does not accept certificates from alternative medical practitioners such as herbal practitioners, acupuncturists, Chinese therapists, massage therapists, iridologists, psychics etc.

‘Satisfactory course attendance’ means attendance of at least 80% of scheduled course contact hours for the study period.

‘Study period’ means - 12 weeks (1 term).

‘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. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student’s studies;
  or
- a traumatic experience which could include:
  involvement in, or witnessing of a serious accident; and
  witnessing or being the victim of a serious crime.

and this has impacted on the student (these cases should be supported by police or psychologists’ reports) or where Oceania was unable to offer a pre-requisite unit.

Any other circumstance would require evidence to be considered as compassionate or compelling.
If a student ceases attending a course or does not return from leave, and/or is unable to be contacted, under Section 19(1) of the ESOS Act, Oceania will notify DOE and DIBP via PRISMS of termination of the students studies within 14 days of the event via a Student Course Variation. Oceania in this instance does not have to give students access to the appeals process. Students would not be entitled to a refund unless at the discretion of the CEO.

**Online/distance units:**

Attendance will not be monitored because students do not attend classes for these units.

**PROCEDURE**

- Trainers are to mark the roll a minimum of once per day.
- Student Support Officer or delegated staff member is to SMS/ring or email all students who do not notify the College of their absence before close of business on the day of absence.
- Student Support Officer/Compliance Manager will analyse student absences a minimum of weekly and take action as per below for students 'at risk'.

* All absences due to illness should be accompanied by a medical certificate. Student Support Officer is to follow up on medical certificates.

Any absences longer than 5 consecutive days without approval will be investigated as a matter of urgency.

- Student Support officer will attempt to contact the student
- If student is not able to be contacted their agent will be contacted.
- If still unable to contact student or agent the next of kin will be contacted.
- Student Support Officer will counsel student on the importance of notifying the college when absent.
- If contact cannot be made the Student Support Officer will discuss with CEO and the relevant authorities will be notified (eg police, DIBP)

**WARNING/ PREVENTATIVE ACTION PROVIDED TO STUDENTS:**

Once a student’s attendance drops below the defined levels below and there is no possibility of the student reaching that level by the end of the study period the formal process must begin.

**90% Attendance warning**

- Letter/email and SMS (if available) sent to alert student their attendance is at risk.
- Students will be advised to discuss the matter with the Student Support Officer.
- Student Support Officer will counsel/assist student to rectify the issue.
- All documentation/notes to be kept on student file
85% Attendance

- Students whose attendance falls to **85% or below** will be contacted by letter/email and SMS warning them that they are now at risk of being reported to DIBP and they **must** make an appointment with the Student Support Officer ASAP for assistance/advice.
- Student Support Officer will counsel/assist student to rectify the issue.
- All documentation/notes to be kept on student file

Intention to Report (80% Attendance)

- As soon as Oceania is aware a student will not achieve 80% attendance, Oceania will send the student an 'Intention to Report letter' which shall inform the student that they have **20 working days** in which to access the College's complaints and appeals process. The student will be given another copy of the Complaints and Appeals Policy with the Intention to Report Letter.
- Students may wish to request an interview with the CEO.

REFER - COMPLAINTS AND APPEALS POLICY

- If a student chooses NOT to access the complaints and appeals processes within the 20 working day period, withdraws from the process or the process is completed and the decision is in support of Oceania, Oceania will notify the Secretary of DOE via PRISMS that the student is not achieving satisfactory attendance **as soon as practicable (within 5 working days)**.

- Student is reported via PRISMS should the complaint/appeal not be substantiated (found in favour of Oceania).

- Oceania **may** decide not to report a student for 80% attendance where Oceania feels the student is a genuine / bona fide student and can confirm the student is attending AT LEAST 70% of the scheduled course contact hours and maintaining satisfactory academic performance. However, Oceania will issue a warning letter with counselling and support as outlined at 85%. In this instance once the student's attendance has fallen below 70 per cent, Oceania **must issue a notice of intention to report** the student for unsatisfactory attendance, informing the student of his/her right to appeal.

- Where a student with low attendance is able to demonstrate (and provide evidence of) compassionate or compelling circumstances, the CEO will assess whether a 'suspension of studies' is in the best interest of the student. Refer Deferment, Suspension and Cancellation Policy.

- All evidence including action take eg counselling student, MUST be retained on the student file.
NC Standard 13 - Deferring Suspending or Cancelling Student’s Enrolment Policy and Procedure

Student Deferment of Studies

Students can only apply to Global Training Innovations Pty Ltd t/a Oceania College of Technology (Oceania) for deferment or suspension of their studies for compassionate or compelling circumstances (defined as those beyond the control of the student and which have an impact on course progress or wellbeing).

Deferral prior to commencement

Students may request a deferral prior to course commencement. Request must be in writing and addressed to the Admin Officer. If the deferral is approved the student will receive a revised Letter of Offer and CoE.

All applications for deferment or suspension will be considered and the decision provided in writing to the student within 10 working days from the date of application.

Oceania may choose to grant or decline any student’s request for deferment or suspension of studies. All documentation including reasons is to be kept on the student file.

If students apply to suspend their studies the maximum allowable period of suspension is six (6) months.

Students may be required to apply for a new student visa to continue their course.

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. These could include, but are not limited to:

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

Oceania will use our professional judgement to assess each case on its individual merits. Documentary evidence will be required to support any compassionate/compelling application. All evidence/notes/comments must be kept on the student file.
Oceania may temporarily suspend or cancel a student’s enrolment if it deems the student’s behaviour to be unacceptable for the educational setting. Student Code of Conduct are provided to students in the International Student Handbook and/or via hyperlinks.

Regardless of whether the 'suspension of enrolment' at the student's request or a provider imposed suspension (due to misbehaviour), the period of suspension entered in PRISMS should not be included in attendance monitoring calculations.

**College Initiated Deferments, Suspensions or Cancellations**

**Suspension**
- The College may initiate a suspension of studies on the grounds of misbehaviour of a student, in accordance with the College’s Student Code of Conduct/Behaviour/Rules.
- Attendance will not be recorded during a period of suspension.
- Course suspension will be recorded on PRISMS.

**Cancellation**
The College may initiate the cancellation of a student’s course
- On the grounds of misbehaviour, in accordance with the College’s Student Code of Conduct/Behaviour/Rules
- due to the student no longer holding a Student Visa
- due to the student’s failure to pay course fees
- Student not being a genuine/bona fide student, being, they do not attend class or progress in their course as further defined below.
- Course suspensions/cancellations will be recorded on PRISMS.

A *non genuine/non bona fide* student is defined by Oceania as a student with erratic (irregular/ inconsistent) course progress or does not progress in their course and does not attend/does not participate in regular classes. Oceania will ensure that prior to enrolment; students are made aware of the grounds on which cancellation of enrolment may occur as provided to them via the International Student Handbook.

Oceania can suspend or cancel a student’s enrolment against the student’s wishes, provided that the suspension or cancellation is consistent with Oceania policies and/or Australian Law. Before suspending or cancelling a student’s enrolment Oceania must notify the student of its intention to take such action and allow the student 20 working days to access the complaints and appeals process. (See: *Complaints and Appeals Policy*).

Students are advised that a deferment or suspension of their studies may affect their visa.

Oceania is not required to wait for the outcome of any external appeals process before notifying DOE of the cancellation of the student’s enrolment.

Students who have their enrolment suspended/cancelled are subject to the rules of the refund policy regarding any refund of fees.

Where Oceania has reason for concern for the welfare of the student or those with whom the student may come into contact, Oceania will cancel the student’s enrolment.
prior to completion of any appeals process.

Students have 20 working days in which to initiate the College Complaints and Appeals process. Notification on PRISMS will not occur until the result of the internal appeals process is known, unless extenuating circumstances relating to the welfare of the student apply, such as:

- the student is at risk of committing a criminal offence or is the subject of investigation relating to criminal matters
- the student’s actual or threatened behaviour poses a threat to other staff/students/person
- student has medical or psychological problems that may affect their well-being
- the student cannot be located

If a student’s visa is cancelled by Oceania, students must contact DIBP within 28 days to inform DIBP of their plans (to find another course, return home or access an external appeals process) and take all relevant paperwork (for example, new CoE) to DIBP.

PROCEDURE

Students must apply in writing for a deferment/suspension of their studies.

All applications for deferment or suspension will be considered and the decision provided in writing to the student within 10 working days from the date of application.

The application will be assessed on its own merits by Oceania staff (documentary evidence should be included with the application) and then referred to the CEO for approval of the decision including reasons for the favourable or not favourable decision.

Oceania will only grant deferment or suspension of their studies for compassionate or compelling circumstances. If a deferment or suspension is granted, students must be notified in writing that they need to contact DIBP for information of how the change may or may not affect their visa.

All outcomes of an application for deferment or suspension must be advised to students in writing and documentation and notes kept on the student file.

Oceania can suspend or cancel a student’s enrolment provided that the suspension or cancellation is consistent with Oceania policies and/or Australian Law. Before suspending or cancelling a student’s enrolment Oceania must notify the student of its intention to take such action and allow the student 20 working days to access the complaints and appeals process. (see: Complaints and Appeals Policy).

If the complaints and appeals policy is accessed, Oceania should not notify DOE of a change to the enrolment status until the internal complaints and appeals process is completed unless there are extenuating circumstances relating to the student.
Oceania must notify DOE through PRISMS when permanently cancelling a student’s enrolment.

‘Extenuating circumstances’ relating to the welfare of the student may include, but are not limited to the following. The student:

- is missing;
- has medical concerns, severe depression or psychological issues which lead the provider to fear for the student’s wellbeing;
- has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or
- is at risk of committing a criminal offence.

Any claim of extenuating circumstances will need to be supported by appropriate evidence.

Oceania is not obligated to continue providing learning opportunities throughout the 20 working days or any subsequent period of appeal, however Oceania will provide students with work to complete outside of the classroom until the appeal process is complete via electronic means. In this instance, students must continue to meet the academic requirements of the course.

Should a student not return after a period of suspension, Oceania staff will notify DOE through PRISMS of ‘student notified cessation of studies’. The ‘termination reason’ will be ‘Student notified cessation of studies’. A comment should be entered that the ‘Student did not return’ or ‘Student did not re-enrol’.

In this instance Oceania is not required to send a Notice of Intention to report letter and observe any appeals requirements, OR to notify the student of the intention to cancel their studies.

Students must be advised of their right to access the complaints and appeals process (regardless of the reason for cancellation).

Students who have their enrolment suspended are subject to the rules of the refund policy regarding any refund of fees.

Once Oceania notifies DIBP via PRISMS of a student’s cessation of studies, the student must leave Australia, obtain enrolment in an alternative course or apply for a different visa within 28 days of cessation. If a student chooses to leave Australia, the student’s visa will be subject to cancellation.

Oceania will not authorise and report a deferment or suspension retrospectively unless there are unusual circumstances where it may be required. In this instance Oceania would seek advice firstly from the Regulator.

Oceania will record any ‘period of exclusion’ from class as absence (where the enrolment is not officially suspended on PRISMS) and include this absence in attendance monitoring.
calculations (potentially putting a student with marginal attendance in danger of being reported for unsatisfactory attendance).

Oceania is not required to wait for the outcome of any external appeals process before notifying DOE of the cancellation of the student’s enrolment.

Where Oceania has reason for concern for the welfare of the student or those with whom the student may come into contact, Oceania will cancel the student’s enrolment prior to completion of any appeals process.

In this instance Oceania WILL notify DOE through PRISMS that it is cancelling of a student’s enrolment for disciplinary reasons and the extenuating circumstances will be entered into PRISMS and documented and kept on the student file. However, students are still able to appeal the decision from their Australian residence or home country.

Oceania will advise students it is a condition of their visa to contact DIBP within 28 days to inform DIBP of their plans (to find another course, return home or access an external appeals process) and to take all relevant paperwork (for example, new CoE) to DIBP.

Where a student’s misbehaviour leads to a criminal conviction the current visa and future visa applications may be cancelled or refused on character grounds.

Oceania must also notify DOE through PRISMS that it is deferring or suspending a student’s enrolment if the suspension will affect the end date of the CoE. PRISMS will then cancel the original CoE, and the processing officer given the opportunity to create a new CoE with a revised end date. If it is not known when the student will return, the option to not create a new CoE at that point should be taken. Once the student has notified Oceania of their intended date of return a new COE can then be created.

Deferring or suspending that does affect the end date of the COE:

The College notifies DOE through PRISMS that it is deferring or suspending a student’s enrolment for a period which will affect the end date of the CoE.

In such situations, PRISMS will cancel the original CoE, and immediately offer the opportunity to create a new CoE with a more appropriate end date. If it is not known when the student will return, the option to not create a new CoE at that point should be used. Once the student has notified Oceania of their intended date of return a new COE can then be created.

Deferring or suspending that does not affect the end date of the COE:

The College notifies DOE through PRISMS that it is deferring or suspending a student’s enrolment for a period without affecting the end date of the CoE.

In this case there is no change to the CoE or the student’s enrolment status on PRISMS i.e. the student’s CoE status will still be listed as ‘studying’. However, the notice of deferment or suspension will be recorded in PRISMS.
NOTE:

Prior to the expected commencement date of a course, if a student has a student visa, the status on PRISMS will be ‘Visa Granted’.

On the expected course commencement date, the student’s status on PRISMS automatically changes to ‘Studying’, and will remain as ‘Studying’ unless the provider notifies through PRISMS that this is incorrect.

Where a student cannot start on the expected commencement date for compassionate or compelling reasons and Oceania has agreed to the student’s request for a later starting day; and the end date of the course will not be affected; Oceania will not defer the commencement of enrolment.

Cancelling COE

Oceania notifies DOE through PRISMS that it wishes to permanently cancel (terminate) the student’s enrolment. Once this process is complete, the student’s CoE status will be listed as ‘cancelled’.

Student does not return after suspension or holiday/break

Should a student not return after a period of suspension, College staff will notify DOE through PRISMS that ‘student notified cessation of studies’. The ‘termination reason’ will be ‘Student notified cessation of studies’. A comment should be entered that the ‘Student did not return’ or ‘Student did not re-enrol’.

Should a student not return to the College after a break/holiday, the College will notify DOE via PRISMS of ‘student notified cessation of studies’ through the course variation screen with ‘termination prior to completing course’ as the reason. An additional comment should be added into PRISMS advising student did not return or re-enrol into the course. In this instance, the College IS NOT required to send a Notice of Intention to report or wait any appeals process before cancelling the student’s visa. By not re-enrolling the student has 'inactively' advised the College that they do not intend to continue their study.

Oceania will not authorise and report a deferment or suspension retrospectively unless there are unusual circumstances where it may be required.

Students excluded from class for misbehaviour

The College will record the period of exclusion from class as absence, and include this absence in attendance monitoring calculations (potentially putting a student with marginal attendance in danger of being reported for unsatisfactory attendance). Also refer NC Std 11 Monitoring Attendance Policy and Procedure.
STUDENT DECLARATION

STUDENTS NOTE: You are required to return a signed copy of this page to OCEANIA with your enrolment application.

(from International Student Handbook Version 1 May 2014)

I have read and understand all of the information contained in this International Student Handbook, the links provided and recommended websites.

I am aware of the restrictions placed on my enrolment as I am on an International Student Visa, including:

- Completing the course within the duration specific on the CoE
- **Maintaining** satisfactory attendance and academic progress
- **Maintaining** approved Overseas Student Health Cover (OSH) while in Australia
- Remain with my principal education provider for 6 calendar months, unless issued a letter of release from a provider to attend another institution
- Notify my training provider of my Australian address and any subsequent changes of address, phone, or email within 7 days.
- I am only allowed to work **up to 40 hours per fortnight** during school study periods.
- I have been provided with information regarding -
  a. requirements for acceptance into a course, including the minimum level of English language required, academic qualifications or work experience required and whether course credit may be applicable
  b. the course content and duration, qualification offered, modes of study and assessment methods
  c. campus locations and a general description of facilities, equipment, and learning and library resources available
  d. details of any arrangements with another registered provider, person or business to provide the course or part of the course
  e. indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies
  f. information about the grounds on which my enrolment may be deferred, suspended or cancelled
  g. a description of the ESOS framework made available electronically in this Handbook
  h. Relevant information on living in Australia, including:
     i. indicative costs of living
     ii. Accommodation options; and
     iii. Where relevant, schooling obligations and options for school-aged dependants of intending students, including that school fees may be incurred.

I understand the student responsibilities, code of behaviour/rules, conditions of enrolment, visa conditions and policies outlined in this handbook and the links provided.

I am aware of my obligation to pay all outstanding course fees and understand Global Training Innovations Pty Ltd t/a Oceania College of Technology will pursue outstanding fees under Australian Law.

Signed: ___________________________  Dated: ______________

Name (please print): ______________________________________

Unsigned declarations cannot be processed.
Education Agents CANNOT sign on behalf of students.

PLEASE RETURN THIS SIGNED DECLARATION WITH YOUR ENROLMENT FORM AND RETURN TO: PO Box 245, Mansfield QLD 4122, Australia; Fax to +61 7 3041 4705 ; email: info@oct.edu.au