



Student Handbook

RTO Name: Oceania College of Technology

RTO Code: 40995 | **CRICOS Code:** 03413K

Email: admin@oct.edu.au | **Website:** oct.edu.au

Phone number: 07 3106 4200

'In acknowledging the traditional owners of the land we are on, we pay our respects to the Elders past, present and future. We acknowledge their enduring connection to this land, their deep spiritual and cultural heritage, and their ongoing contribution to the community. We thank them for their custodianship of this land and commit to working together for reconciliation and understanding.'

OCEANIA
COLLEGE OF TECHNOLOGY

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Purpose of this Handbook

This handbook is your go-to guide for most things you will need to know about studying at Oceania College of Technology (OCT). From policies and procedures, facilities, resources, to support services, this Student Handbook has got you covered.

We want to ensure you have all the necessary information to thrive in your educational journey with us.

In a nutshell, this Handbook will:

- Introduce you to OCT as your education provider.
- Provide essential information to help you settle into your studies and life in Australia.
- Guide you through student life and what to expect.
- Explain the academic expectations of your course.
- Inform you about our support services, policies, and procedures.
- Ensure your safety, security, and support throughout your time here.
- Help you embrace the new experience of international study.

Important and Emergency Contacts

Here is a handy list of all the important contacts that you might need.

General Emergency

Emergency Services: Dial **000** for Police, Fire or Ambulance.

Policelink: **131 444** for non-emergency / non-life-threatening assistance.

Other contacts

Department of Home Affairs: 131 881 - homeaffairs.gov.au

Australian Taxation Office: Tax File Number 132 861 - ato.gov.au

Healthdirect: 1800 022 222 - <https://www.healthdirect.gov.au/>

About Us

Nungamanladi (Hello in Bardi)

At OCT, we are dedicated to providing quality education to all our students.

We are an NVR Registered Training Organisation (RTO) and an accredited provider of Vocational Education and Training (VET) in Australia. We are also registered as an ESOS provider to deliver services to overseas students.

At OCT, we offer courses in Automotive, Community Services and English, focusing on both national needs and global job opportunities. Our goal is to help you develop your skills, build confidence, and gain practical experience so that you are ready for the workforce when you graduate.

We are committed to making your education journey enjoyable and rewarding. Our friendly team of trainers, assessors, administrators and support staff are here to welcome you, keep you engaged, and help you stay motivated throughout your time with us.

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We are all about making your learning experience great. We are committed to providing top-notch education that equips you with the skills and knowledge you need to succeed.

We prioritise your learning journey, ensuring it is both enriching and convenient for you.

Delivery locations and contact details

Queensland (Brisbane)	
Campus & Automotive Facility	110 Beatty Rd, ARCHERFIELD, Queensland 4108
Queensland (Gold Coast)	
Campus	102b, Level 1, 9 Bay St, SOUTHPORT, Queensland 4215
Automotive facility	3/10 Hilldon Ct, NERANG, QLD, 4211
New South Wales (Sydney)	
Campus	Level 6 16-18 Wentworth Street, Parramatta, New South Wales 2150
Automotive facility	8 Cowper St, GRANVILLE, NSW, 2142

Important Contacts

At any time, you may contact OCT at:

Email: admin@oct.edu.au

Website: oct.edu.au

Phone number: 07 3106 4200

Reception Open Hours: Monday to Sunday 9:00 AM – 5.30 PM

PEO/Critical Incident Officer:

Mr Alexander Dunn

Ph: (07) 3106 4200

E: alex.dunn@oct.edu.au

Student Support Officer:

Nabeena Shaik | International Student Support Officer

M: +61 419 563 053 | T: +61 7 3106 4200 | E: nabeena.shaik@oct.edu.au

Ashmita Gurung | International Student Support Officer

M: +61 428 526 909 | T: +61 7 3041 4705 | E: ashmita.gurung@oct.edu.au



Legal Advice

If you need legal advice or information about the law, you can reach out to Queensland Legal Aid. They offer free assistance for legal problems to disadvantaged people about criminal, family and civil law. You can contact them at 1300 65 11 88 or visit their website at <https://www.legalaid.qld.gov.au/Home>

Commonwealth Overseas Ombudsman

Commonwealth Overseas Ombudsman (International Students) is a separate and impartial organisation that listens to appeals and grievances from international students studying abroad. This body is not affiliated with OCT but serves as an external avenue for students to address their concerns.

If you encounter any issues or have complaints, you can approach this entity for assistance and resolution at: <https://www.ombudsman.gov.au/>

<https://www.ombudsman.gov.au/complaints/international-student-complaints>

Commonwealth Ombudsman contact details can also be found on the following web page:

<https://www.ombudsman.gov.au/contact-us>

The Commonwealth Ombudsman can look into complaints from international students who are currently studying, previously studied, or are planning to study with private education providers on a student visa. Issues they can look into include:

- course fees and refunds
- transfers between courses or providers
- intention to report to Home Affairs for unsatisfactory course progress or attendance
- cancellation of enrolment
- deferment and suspension of studies
- incorrect advice given by an education agent
- refusing admission to a course
- your private education provider's handling of your complaint or appeal, including complaints about:
 - grades and assessments
 - academic misconduct decisions
- Overseas Student Health Cover.

Emergency Contact Details

Emergency	Contact details
Ambulance Fire Brigade Police	000



Obligations as an RTO and CRICOS Education Provider

As an NVR Registered Training Organisation (RTO) and ESOS Provider approved by the Australian Skills Quality Authority (ASQA), we have a duty to make sure the services we provide meet high standards and are in compliance with our legislative and regulatory requirements. This means we abide by the National VET Quality Framework, including Standards for NVR RTOs 2025, and the ESOS framework, including the Education Services for Overseas Students Act 2000 (ESOS Act) and the National Code.

To make sure we are doing things right, we have set up clear rules and systems inside our organisation. We also have to undergo checks by ASQA from time to time. Anyone we work with, like training partners or salespeople, must also follow these rules.

If you ever feel we are not doing what we are supposed to or can do more, you can talk to one of our friendly student support officers or tell us by following the steps in our Complaints and Appeals Policy, which you can find in this handbook.

Courses Provided by OCT

We are thrilled to offer you a variety of courses to help you reach your goals. Refer to the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) register for details of courses offered by us to overseas students.

For more detailed information, please refer to our website or get in touch with our admissions team. We are here to help you every step of the way!

Course Information

- Your timetables will be provided to you after induction.
- Classes will commence on the specified date.
- Any changes to the schedule will be communicated to you by OCT.
- You'll have 20 hours of class time per week (minimum).
- Remember to submit your assignments on time!
- Don't hesitate to seek assistance if you need support.
- Specific course-related information is provided to you on our website, course brochures and your written student agreement.

Orientation

Orientation Requirement:

Students are required to attend orientation usually prior to or on the first day they commence their studies, as per the Confirmation of Enrolment (CoE). The date and time of the orientation will be communicated to you in advance.

Notification of Absence:

If you are unable to attend orientation on the specified date and time, you or your education agent must inform OCT in writing. Valid reasons for absence must be provided, along with supporting documentation.

Students with Granted Visas:

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If you do not attend orientation and agree upon a new start date with your education agent and OCT, you will be reported as a non-commencement in PRISMS within 14 days of the expected start date. This will result in the CoE status being marked as "Cancelled," and the reason will be relayed to the Department of Home Affairs.

Students with Pending Visas:

For students whose visas are pending, their CoE will remain in PRISMS for three months if an agreement on a new start date cannot be reached between the student and OCT. After three months, if no resolution is reached, the CoE will be cancelled. OCT will update the CoE in PRISMS if a new start date is decided upon.

Education Agents

We work with education agents to help us find and support students. These agents are committed to acting ethically and honestly and must prioritise the best interests of international students like you. We have an Education Agent Agreement, an Education Agent Policy and other processes in place with all our education agents to ensure they uphold the reputation of the Australian international education sector.

You can find a list of the education agents we work with on our website.

We want you to feel confident in the support you receive from our education agents as you pursue your studies with us.

Application and Enrolment

Here is how to apply to join a course at OCT. We welcome applications from all eligible students on a first-come, first-served basis. If a course is full, we will offer you a spot in the next available term.

Admission

To apply, complete the Enrolment Form/Application Form and submit it to the admissions team in person, via an education agent or by sending an email.

On receipt of an application, the eligibility of the applicant is determined on the basis of:

- Minimum entry requirements for respective courses
- English language proficiency
- Pre-Enrolment Review, including consideration of pre-enrolment requirements and analysis to determine suitability for the course.
- Language, Literacy, Numeracy and Digital Literacy requirements
- Payment of initial application fees
- Any additional course-specific requirements as listed in the course details

If the course has specific entry requirements, make sure to provide the necessary evidence mentioned in the Course Brochures or Enrolment Form, such as verified copies of your qualifications, identification (including passport), schooling records, and proof of English language proficiency (English test results).

If you are applying for credit, indicate this on your enrolment form and submit certified copies of your transcripts for assessment. You will also get the opportunity to apply for credit during the Pre-Enrolment Review.

Once your form and evidence are ready, send them to us. We will review your application within 7 days and confirm your details.

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You will need to attend a Pre-Enrolment Review as part of the entry requirements and also complete a Language, Literacy, Numeracy and Digital Literacy test to determine the suitability of your course and specific support needs.

Your admission is subject to:

- Review of application
- Verification of documents
- Approval by the CEO at OCT.

If your application is approved, we will send you further information about the next steps, including payment arrangements and how to begin your course, including:

- A Letter of Offer
- Student Agreement (to be signed and returned)
- Pre-paid Fee Information and Bank Details
- Fees and Refund Policy and Procedures (included in Student Agreement)
- Complaints and Appeals Policy and Procedure (included in Student Agreement)
- Enrolment and program details, key dates and academic schedules
- Details about the Student Orientation Program
- Student Code of Conduct (included in Student Agreement)

Accepting your offer

In order to accept your offer, you must:

- Meet any conditions of your Letter of Offer and Student Agreement.
- Complete the agreement, including Course Acceptance and return it to our office to secure your place. The offer is only valid for fourteen (14) days from the date of issue.
- Make payment as required in the Letter of Offer, which will not be more than 50% of the total Tuition fees.

Confirmation of Enrolment

Before confirming enrolment, OCT ensures that all necessary documents required for the application have been collected and that any relevant fees have been received from you.

A formal Student Agreement, as per Standard 3 of the National Code, is drafted and signed by both parties.

Upon approval of the application for admission into the chosen course and fulfilment of offer conditions, you will be provided with a Confirmation of Enrolment. In order to apply for a student visa, you will require a Confirmation of Enrolment, which will be issued to you when you have fulfilled all of the requirements for accepting your Letter of Offer. This will be sent via email to you or to your nominated education agent, where the application was made via the education agent.

Your information is entered into our Student Management System, and enrolment details are extracted and printed for reference.

You are informed about the next orientation program, typically held a certain number of days before the course commencement date, ensuring you are well-prepared for your studies.

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If you applied for Enrolment and are dissatisfied with the outcome of your application for enrolment, you can appeal the decision using our complaints and appeals mechanisms provided later in this handbook.



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Unique Student Identifier (USI)

What is a Unique Student Identifier (USI)?

A Unique Student Identifier (USI) is a special reference number that includes numbers and letters. It is like a lifetime record for you, keeping track of all the nationally recognised training you complete.

Why do you need a USI?

According to the Unique Student Identifiers Act 2014, all Registered Training Organisations (RTOs) must make sure every student has a valid USI if they are enrolling in nationally recognised training from 1st January 2015 onwards. This means, unless you have a special exemption from the USI registrar, you must provide us with your USI.

Domestic students are required to provide their Unique Student Identifier at the time of enrolment. Overseas students who already have a USI should provide this at the time of enrolment or create it during the orientation.

How can you get an exemption?

If you think you might qualify for an exemption, you can learn more about it on this webpage: <https://www.usi.gov.au/providers/exemptions-reporting-usi>

What if you don't have a USI?

If you do not have a USI, you can apply for a USI here: <https://www.usi.gov.au/students/get-a-usi>

If you need assistance with applying for a USI, you can contact them or contact our admissions team for assistance. Note that we will not apply for the USI on your behalf.

Why is a USI important?

We can only give you a qualification or a statement of attainment if we have a valid USI for you or a notice of exemption from the registrar. So, make sure you sort out your USI if you want to get your qualifications!

To check if you already have a USI, use the 'Forgotten USI' link on the USI website at <https://www.usi.gov.au/faqs/i-have-forgotten-my-usi/>.

Enrolment Details

Contact Information

- Ensure your contact details are accurate and up to date.
- Notify reception if there are any changes, including your mobile number.

Student ID card

- Obtain your student ID card from the reception.
- Utilise your student card to avail discounts.
- It is mandatory to carry your student ID card whenever you are on campus.

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Credit Recognition

We recognise the value of your prior studies and experiences. Credits are a formal acknowledgment of the courses you have previously completed, which may reduce the number of units or modules required for your current enrolment.

Credit Policy and Procedures

1. Application process

OCT is committed to recognising all students' prior learning and achievements. As part of this commitment, students are invited to apply for credit for previously completed studies by submitting a Credit Application Form and the necessary supporting documentation, which may include certified copies of transcripts or VET transcripts issued by the Student Identifiers Registrar.

OCT will verify all submitted documents by reaching out to the issuing institutions to validate the authenticity of the provided information. Verification will be conducted for transcripts issued by the USI Registrar through the USI Registry System.

OCT's policy is to ensure students are not required to retake any unit or module they have already been deemed competent in, and it is equivalent, except where licensing or regulatory requirements are mandated.

Students will be informed about the opportunity to apply for credit during the enrolment process and the Pre-Enrolment Review. Interested students should complete the Credit Application Form and provide certified copies of relevant transcripts. Incomplete applications will be returned for completion.

The Student Administration Officer is responsible for ensuring the completeness of applications and that documentation is certified.

2. Assessing credit applications

OCT will grant credit for any unit that is a part of the student's current course of enrolment, provided the student submits authenticated evidence from an RTO or authorised issuing organisation and the unit of competency previously attained is equivalent.

If the evidence pertains to studies completed at another institution where the unit or module is not listed in the student's current course of enrolment, OCT will conduct an analysis to determine the equivalence of the completed units and ensure training package requirements are being met.

Transcripts will be scrutinised for authenticity by checking for expected information and certification. The relevance of the studied units to the student's current enrolment will also be assessed. The issuing institutions will be contacted to verify the authenticity of transcripts.

A direct match by code and title or an assessment of equivalency by the Training Trainer/Assessor will result in credit issuance. Documentation of the rationale for granted credits will be included in the Credit Application.

3. Credit application outcome

Students will be informed of the outcome of their credit application in writing, and they must provide a written acceptance of the credit awarded. Credits may result in reduced course fees, which will be communicated to the student alongside the credit decision.

For overseas students, any credits or RPL granted that affect the study duration will be recorded in PRISMS, and a new Confirmation of Enrolment Letter (CoE) will be issued.

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The outcomes of the Credit Transfer process will be recorded in the student management system, with records of acceptance kept for a minimum of two (2) years for overseas students and six (6) months for domestic students.

Students have the right to appeal credit application decisions as outlined in the Complaints and Appeals Policy & Procedure.

The Trainer/Assessor will notify students in writing of their credit application outcomes, request acceptance of awarded credits, adjust course fees if applicable, and advise on any changes to the course duration.

Recognition of Prior Learning (RPL)

At OCT, we understand the value of your time and resources. That's why we offer a streamlined process for Recognition of Prior Learning (RPL), designed to minimise both time and costs for applicants while providing a supportive framework for students.

Recognition of Prior Learning (RPL) means an assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.

- **Formal learning** refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree);
- **Non-formal learning** refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business); and
- **Informal learning** refers to learning that results from the experience of work-related, social, family, hobby or leisure activities (for example, the acquisition of interpersonal skills developed through several years as a sales representative).'

RPL Policy and Procedures

OCT provides an opportunity to all students to apply for Recognition of Prior Learning for all training products within its scope of registration prior to enrolment. Suitability for RPL is also discussed during the Pre-Enrolment Review.

OCT has developed a streamlined task-based RPL approach that requires the student to self-assess their skills, participate in a competency conversation with an assessor, provide documentary evidence, and demonstrate practical skills where relevant.

'Recognition of prior learning (RPL) is a process that assesses competency, acquired through formal and informal learning, to determine if a candidate meets the requirements for a unit of study.'

Candidates will be assessed against industry standards and the training package requirements. An RPL assessor does this. Candidates may be asked to:

- perform tasks or jobs
- talk about and explain how they do those jobs
- provide samples of their work.

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A visit to their workplace may be organised to allow them to demonstrate their abilities. Candidates may have to provide job descriptions, references or performance appraisals. The assessor will consider their skills and knowledge and match them against a suitable qualification.

Benefits of applying for RPL

Where applications are granted, candidates:

- may attain their qualification in a shorter duration
- maybe able to enrol in their desired higher-level qualification in a shorter time
- will not have to spend additional money on textbooks and learning materials
- will not have to undergo repeated training for knowledge and skills they already have
- will save time by not attending any or only attending a reduced number of lectures, training sessions, assessment classes, etc.

A task-based model for RPL

A process for RPL has been developed that promotes holistic, task-based assessment and focuses on relating assessment activities to actual job tasks. This model intends to streamline and simplify recognition processes for prospective candidates. This RPL Assessment Tool Kit has been developed to support this task-based model.

The new streamlined, holistic assessment process focuses on demonstrated skills and knowledge and does not rely on documentary evidence as the primary source.

Support from the workplace and a third-party representative

Candidates need to discuss the requirements of their RPL application with relevant personnel in their workplace. This could include their workplace supervisor, employer, and colleagues who work closely with them. Their workplace representatives (third-party representatives) will assist them in the RPL assessment process by validating and authenticating their evidence and providing supplementary evidence to support their competency claim. They will be asked to verify their skills and knowledge and assist with workplace assessment tasks and assessor visits. Their representative will be provided with a third-party guide, and their role will be explained by the RTO assessor. They will also be required to complete relevant sections in the Self-evaluation and third-party Representative Kit and participate in competency conversations with the assessor as needed.

Their chosen representative must be someone who:

- has observed them regularly and closely in the workplace

General Information

- OCT is not obliged to issue a qualification or statement of attainment that is achieved wholly through recognition of units and/or modules completed at another RTO or RTOs.
- In some cases, licensing or regulatory requirements may prevent a unit or module from being awarded through a credit process.
- Note that providing credit for previous studies is not a recognition of prior learning. RPL is an assessment-only pathway of determining the competence of a person, while providing credit

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recognises the equivalence in content and learning outcomes between different types of learning and/or qualifications previously undertaken and completed successfully.

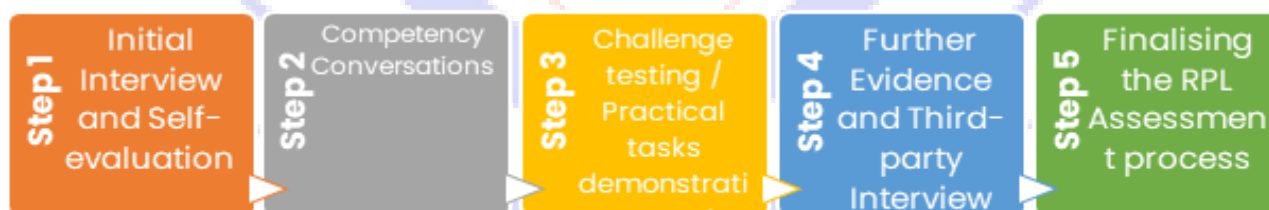
- To have skills formally recognised in the national system, assessors must ensure the candidates have the skills and knowledge to meet the industry standards. This means candidates must be involved in a careful and comprehensive process that covers the content of all unit/s for which they can be recognised.
- Assessment happens in a variety of ways. Being prepared can save them valuable time and hassle and make the recognition process stress-free for them.

Assessor's role

OCT assessor's role comprises guiding, supporting and assessing candidates throughout the RPL assessment process. They will discuss the details of the candidate guide with them during the initial interview and explain to them the RPL process and methods to prepare for it.

They are responsible for ensuring that the assessment is conducted with the same rigour as any other form of assessment and that candidates hold the required skills and knowledge as per industry standards and stated in the training package requirements.

The RPL process



Once OCT has provided the candidate with the information they need to apply for RPL, to complete the RPL assessment, the following steps will be performed.



Summary of steps in the RPL assessment process

Step 1: Initial interview and Self-evaluation

- **Initial interview:** The assessor and the candidate participate in an initial interview, planning and initial document review session.
- The candidate completes and returns *the Candidate Information and Self-evaluation Tool (Candidate Kit)* **after** the interview (with verification from the third-party representative approved by the assessor)
- The assessor considers evidence from the initial interview and verified self-evaluation and advises the candidate of the further steps.

What are the candidate's responsibilities?

- **Before the interview,** reflect on experience, roles, and current skills and knowledge.
- **During the interview,** discuss broad details of their experience with the assessor, select electives, and participate in planning the RPL processes.
- **After the interview:**
 - complete the Candidate RPL Kit
 - ask the workplace representative to sign the Workplace Representative Form and verify their self-evaluation
 - copy forms and return them to the assessor with any agreed-upon evidence

What happens at the interview?

At the initial interview, the assessor will usually:

- Introduce themselves and explain the RPL processes, and ensure the candidate understands the requirements of the RPL assessment process and that the candidate is suitable to apply for the qualification, including ensuring the qualification is suitable for them and meets their goals.
- Discuss the requirements of the qualification and help the candidate choose suitable electives. The candidates' chosen electives will be indicated in the *List of Units of Competencies* included in the *Candidate RPL*.
- Discuss work history and other relevant experiences related to the candidate's work in the industry.
- Assess any documents the candidate can submit and ask general questions in relation to those documents.
- Discuss with the candidate the Candidate Kit (for them to complete after the interview), ensuring they understand the requirements and how it needs to be completed, and discussing any evidence they may collect and submit to support their application.
- Assess and advise them if their chosen third-party workplace representative is suitable or not.
- Explain to them how the approved third-party workplace representative will complete parts of the *Candidate Self-evaluation Tool* and provide them with the *Third-party Representative Form* for them to also complete.

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What are the candidates required to do after the initial interview?

Post the initial interview, candidates are required to:

- **Complete the Candidate Information and Self-evaluation Tools:** Complete the tool as well as you can. Label any supporting evidence numerically and a brief description, and attach it to their application.
- Provide the third-party workplace representative with the Candidate Kit and Third-party reports (where applicable) to be completed.
- Have the third-party workplace representative complete their parts and verify the information in the completed Candidate Self-evaluation Tools: The parts that are required to be completed by the third-party workplace representatives are indicated on the tools.
- Submit the completed tools and documents to the assessor via the method agreed upon with the assessor. Candidates may choose to scan and email them to their assessor, upload them to a drive or post them to OCT.

What happens after the candidate submits the Candidate Information and Self-evaluation Tool?

After the assessor receives the submission, they will:

- Assess the information collected in the initial interview, the evidence submitted by the candidate in the initial interview, the information contained in the *Candidate Information and Self-evaluation Tool* and any additional evidence submitted along with it.
- Schedule a day and time to conduct Step 2, the 'competency conversations' and advise the candidate which unit /clusters will be covered.

Step 2: Competency Conversations

In Step 2, candidates will participate in competency conversation interviews with the assessor using the questions provided for each unit of competency. The assessor will record their responses in the Assessor RPL Kit. The assessor may also ask them for a competency conversation during observation sessions whilst observing them perform tasks in their workplace.

'Competence Conversations' explained

The interview is given that name because, while it is an assessment process, it is also meant to be a conversation or discussion.

In the competency conversation interview, the assessor will:

- ask questions and give candidates scenarios to respond to that are related to workplace tasks and units of competency
- encourage them to discuss examples of their work and the principles, knowledge and theories that guide them in that work
- make brief notes recording their responses and the examples they provide
- if appropriate, ask them if they can find relevant documents or other evidence in the workplace.

The process is used to confirm and explore the skills and knowledge listed in the Candidate Self-evaluation Tools.

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What happens after the competency conversation?

The assessor will consider the evidence provided in the competency conversation processes. If this shows the candidate is competent in a unit, the assessor will advise the candidate.

The assessor will then decide on the next step: workplace assessment task or tasks.

Step 3: Challenge testing / Practical tasks demonstration and observation

In Step 3, the candidate may be asked to perform challenge tests or observation tasks to demonstrate knowledge and skills as required. The assessor may also ask the candidate competency conversation questions while they demonstrate the tasks.

The assessor will determine the requirement for challenge tests or observation tasks after assessing the evidence previously submitted and confirmed by the third-party workplace representative.

What are the candidate's responsibilities?

- **Before the challenge test or observation task**, read the challenge test or observation task requirements located in the Candidate Kit or provided by their assessor, and make any workplace or other preparations required by the tasks.
- **During the challenge test or observation task**, conduct the challenge test or observation task in line with the instructions provided and as agreed with the assessor.

What happens during the demonstrations?

The assessor may ask the candidate to undertake one or more challenge tests or observation tasks. This is their opportunity to demonstrate their competence in a practical way at their workplace or in a simulated workplace environment as appropriate.

What happens after the demonstrations?

The assessor will consider the observations and evidence collected during the process. The assessor will advise the candidate if this shows they are competent in a unit.

The assessor will then decide on the next step: further workplace assessment tasks or evidence collection.

Step 4: Further evidence and Third-party interview

What happens at Step 4?

The assessor may ask the candidate to provide the Third-Party Report to a workplace representative or another person from the workplace, including their workplace supervisor, colleagues or employer.

Their chosen representative must be someone who:

- has observed them regularly and closely in the workplace

The workplace supervisor or other suitable person will complete the Third-Party Report and provide further workplace evidence if requested and as required, and return it to the assessor.

The assessor might need to confirm a particular aspect of their workplace performance. If so, they could ask a person in their workplace to complete a Third-Party Report on that aspect. The assessor will then consider the evidence provided.

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The assessor will also arrange a meeting with the third-party representative in person or via telecommunication conferencing to verify the contents of the report and seek further evidence as required by interviewing the third-party representative.

Step 5: Finalising the RPL assessment process

What happens at Step 5?

The assessor finalises the RPL assessment decision, completes the RPL Assessment Outcomes Form, and identifies any gaps that they are required to complete further training and assessment for.

The assessor will then provide the candidate with feedback on outcomes and options for gap training and assessment. The assessor will then complete the required documentation for certification.

After the RPL process is finished, the assessor will advise the candidate of the outcomes and ask them to sign the outcome record sheet detailing these provided in the assessor kit.

- If the candidates are assessed as 'Competent' for all the units required for the qualification, OCT will issue them with the qualification.
- If they are assessed as 'Not yet Competent' in some of the units required for the qualification, OCT will issue them with a Statement of Attainment listing the units attained or the assessor will advise the candidate of options: these could include attending formal training and being reassessed.

For further information about submitting an application for RPL, please contact our head office.



Visas

Upon receiving your electronic Confirmation of Enrolment (CoE), it is crucial to proceed with your visa application. Detailed guidance on visa application procedures can be accessed via the following link: [Link to the Department of Home Affairs website](#).

The DHA website outlines the step-by-step process for visa application, including the essential documentation required, such as a valid passport. Additionally, it provides comprehensive information on student visa conditions, permission to work, Overseas Student Health Cover, and the associated charges for the visa application.

For added assistance throughout the application process, you might consider engaging a registered migration agent. These professionals can offer support from course selection to your arrival at OCT, including visa assistance.

It is crucial to allocate ample time between lodging your visa application and the commencement of your course. Visa processing can often be time-consuming, so plan accordingly.

In the event that your visa application is not approved, rest assured that you will receive a full refund of the tuition fees paid. Your satisfaction and ease of transition into your chosen course are our priorities.

Visa Conditions

Upon receiving your visa approval, it is imperative to adhere to its stipulated conditions. Any failure to comply may lead to the revocation of your visa. Please visit the following link for detailed information:

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

Conditions include (but are not limited to) the following:

- **Condition 8202:** Maintain satisfactory academic progress & remain enrolled in a registered course: This means you must be making progress in your studies and remain enrolled in a course that is registered with the relevant Australian authorities.
- **Condition 8501:** Maintain approved Overseas Student Health Cover (OSHC) while in Australia: OSHC is a health insurance policy designed for international students in Australia. You must maintain this coverage for the duration of your stay.
- **Condition 8516:** Continuation of eligibility criteria: You must continue to meet the criteria for your visa. This includes being enrolled in an eligible course, having sufficient financial resources, etc.
- **Condition 8533:** Notify your education provider of your Australian address and any changes within 7 days: You must inform your education provider of your address in Australia and update them promptly if it changes.
- **Condition 8105:** Work limitations: You are not allowed to work before your course begins. During your course, you can work up to 48 hours per fortnight while your course is in session and unlimited hours during scheduled course breaks.
- **Requirement to remain with the principal education provider for 6 months:** You must stay with the educational institution you initially enrolled with for at least six months unless they release you to attend another institution.

For a complete list of visa conditions, visit this link: <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions?product=500>

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Bringing Your Family

If you plan to bring your family along with you, they must also obtain a visa and have adequate health insurance coverage. Family members include your spouse (whether married or in a de facto relationship) and your children under the age of 18. Proof of family relationships must be provided through official documents such as birth certificates and marriage certificates. For more detailed information, please contact the Department of Home Affairs and consult a registered migration agent or legal professional.

Childcare in Australia is in high demand and can be costly, so you may have to contact a range of different providers until you find one that suits your needs and budget.

Please be aware that even though it is not a legal requirement for children who attend childcare to be fully immunised, some childcare centres may not accept children who are not fully vaccinated. Please ensure you bring all relevant immunisation documents for your child with you when you come to Australia.



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Arriving in Australia

Arranging Travel and Necessary Documents

Arranging your travel to Australia is your responsibility, and it is important to note that travel expenses are not covered by your course fees. You should plan your arrival as early as possible, depending on your visa start date, prior to your course orientation, to allow ample time for settling in.

The nearest international airport/s to your location is: [Click or tap here to enter text.](#)

Before departing for Australia, you must ensure you have a folder containing essential official documents. These documents are crucial for your stay in Australia and include:

- A valid passport with a current student visa.
- Your Confirmation of Enrolment (CoE), which verifies your enrolment in the course.
- Insurance policies covering health, travel, and other relevant aspects.
- Original or certified copies of important documents such as your birth certificate, medical records, and educational qualifications.

The specific documents required may vary, and OCT will advise you upon confirmation of your enrolment.

If you are travelling with family members, you must ensure that they also have all the necessary documents. It is essential to keep all these documents in your carry-on luggage during your journey.

In case of any unfortunate loss of the originals, it is advisable to keep copies with your family members or guardians who can send them to you if needed.

Please note that failure to bring these documents may result in delays or complications during your arrival and enrolment process in Australia. Therefore, it is crucial to organise them well in advance of your departure.

Arrival Procedures in Australia

When you arrive in Australia as an overseas student, there are specific procedures you must follow at Customs and Immigration checkpoints. Here's what you need to know:

Immigration Checkpoint:

Upon arrival, you will need to present your passport and incoming passenger card at the Immigration checkpoint. Expect to answer questions about your stay. Once your passport is stamped, collect it from the officer.

The passenger card is a legal document, and you **MUST** answer all questions truthfully. If you are not sure, ask the DHA officers for clarification before making a declaration.

Baggage Collection:

After passing through Immigration, proceed to collect your baggage. Take time to inspect your luggage for any missing or damaged items. If you notice any issues, report them immediately at the baggage counter. The staff there will assist you in locating missing items or filing a claim for damaged belongings.

Customs Check:

Next, you will go through Customs, where your luggage may undergo inspection. Australia maintains strict quarantine laws to prevent the entry of certain food and plant items. It is crucial to declare any such items on

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the form provided during your flight. Customs officers will assess if the items are safe for entry. Items deemed unsafe will be confiscated and destroyed. Failure to declare quarantine items or making false declarations can result in fines or legal action. It is important to note that all international mail is also screened by Customs.

For additional information, you can visit the following link: <https://www.agriculture.gov.au/biosecurity-trade/travelling/to-australia>

Biosecurity¹:

It is important to check Australia's biosecurity requirements before you pack.

Certain food, plant material and animal products from overseas cannot be brought into Australia because they may be carrying serious pests and diseases that could devastate our valuable food supply and destroy our unique environment.

Airport clearance is quicker if you don't bring food, plant material or animal products. Most items can be easily purchased in Australia.

If you fail to comply with Australia's biosecurity regulations, you may be given an infringement notice (currently up to \$6,600) and your visa may be cancelled. Students have had their visas cancelled for breaching Australia's biosecurity laws.

Below are links to helpful information about Biosecurity. Make sure you understand the biosecurity requirements because students have had their visas cancelled for breaching Australia's biosecurity laws. If you are unsure, just declare it.

- [Studying in Australia Biosecurity Fact Sheet](#)
- [Australian biosecurity webinar series](#)
 - Episode 11 – Studying in Australia: know what you can bring in
 - Episode 14 – Studying in Australia: What not to pack

General enquiries - Call 1800 900 090

Transport options at the airport

Upon your arrival at the airport, you have several options to reach your accommodation. You can utilise public transportation, hire a taxi, or arrange for airport pick-up services. Public transport options vary depending on the city you are in, but most major cities offer train, bus, or shuttle services from the airport to various destinations within the city. Taxis are readily available at airport terminals, but they tend to be significantly more expensive than public transport. Alternatively, some accommodations offer airport pick-up services, which you can arrange in advance for added convenience.

Below are some helpful links that can help you plan your transport to and from the airports:

[Transport Options - Brisbane Airport](#)

[Transport Options - Gold Coast Airport](#)

[Transport options - Sydney Airport](#)

Staying Connected

It is crucial to keep in touch with your loved ones and your education provider in Australia before and after your arrival. Before leaving home, share your flight details and accommodation information with them, and notify

¹ <https://www.agriculture.gov.au/biosecurity-trade/travelling/to-australia/studying-in-australia>

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them if there are any changes. Upon arriving in Australia, inform your contacts that you have arrived safely. Always keep someone informed of your whereabouts for safety reasons.

Managing Your Finances

Australia's currency is the Australian Dollar (AUD). It is advisable to exchange some money into Australian dollars before your arrival, but if you have not done so, you can exchange currency at the airport upon arrival. Additionally, you can exchange currency at banks or currency exchange centres once you have settled in. However, note that banks are closed on weekends, and airport currency exchange rates may not be as favourable as those offered by banks. Avoid carrying large sums of cash and only bring what you will need for the first few weeks. Consider the amount required for accommodation and living expenses for the initial weeks. If you have already paid for your accommodation, plan accordingly.

For more information on managing your finances, you can visit [Study Australia Living and Education Costs](#).

Life in Australia

Discover valuable insights about living and studying in Australia by visiting the website:

<https://www.studyaustralia.gov.au/en/life-in-australia>

Save this link for easy access to essential information such as Life in Australia, cost of living, student support, accommodation and tips and advice. We strongly encourage you to actively engage with this website, read the case studies and other information made available to you. This will make your student journey smoother.

Department of Education – International Students Information

The Department of Education has prepared a range of resources to support and guide overseas students in Australia through their entire student journey:

<https://www.education.gov.au/international-education>

[Before studying in Australia](#)

[During your studies in Australia](#)

[After studying in Australia](#)

[The rights of international students at work](#)

[Financial assistance for international students](#)

[Tuition protection for students](#)

[State and Territory Government resources to support international students](#)

[Post-study work rights for international graduates](#)

[Migration Strategy](#)



Discover the neighbourhood

Refer to the Australian Government's Study Australia website to learn about the state and city you are moving to for your studies.

[Queensland \(Brisbane\)](#)

[Queensland \(Gold Coast\)](#)

[New South Wales \(Sydney\)](#)

Public Transport:

Getting around your local area safely and efficiently is essential for your studies and daily life. Each Australian state operates its own public transport system with different ticketing options, concession eligibility, and travel planning tools.

Queensland Students - TransLink

In Queensland, public transport services (buses, trains, ferries, and trams) are provided under the TransLink network.

All fares on Translink services are now **50 cents per journey**, regardless of how far you travel on the network or how you choose to pay – whether it's by go card, contactless debit or credit card, or paper ticket.

You no longer need to apply for concession fares as a tertiary student.

Smart Ticketing

The launch of new contactless payment methods on Transport for Brisbane bus services celebrates the availability of Smart Ticketing across all modes of public transport in South East Queensland!

New payment methods include contactless Visa, Mastercard or American Express credit or debit cards, including cards stored in the digital wallet of smartphones, smart watches and other wearable devices.

Go Card:

Purchase a reusable go card to travel on all TransLink services. Cards are available at train stations, major bus interchanges, and selected retailers.

Remember to tap on and tap off at card readers to avoid being charged a default fare.

Journey Planning:

Use the TransLink journey planner (<https://ip.translink.com.au/plan-your-journey/journey-planner>) or mobile app to find the best routes and timetables.

 TransLink Info Line: 13 12 30

Helpful tips:

- If you're using a GoCard, remember to register your card and set up auto top-up so you always have funds available for travel. <https://gocard.translink.com.au/webtix/>
- Always tap on and tap off when using a Go Card or your contactless debit or credit card.
- Always travel with a valid ticket, or you could risk receiving a fine.
- Download the Translink app to plan your journey <https://translink.com.au/plan-your-journey/translink-app>.

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Other modes of transport

In Brisbane, you can also access:

- [Neuron](#) and [Lime](#): Electric scooters and bikes via mobile apps.
- [Citycats and ferries](#)

Taxi and Rideshare Services

Taxis and rideshare services are usually expensive modes of transport but are available 24/7 unlike public transport.

Brisbane has two taxi companies:

- [13cabs](#): 13 22 27
- [Black & White Cabs](#): 133 222

For rideshare, simply order your rideshare using your preferred apps. Download apps such as Uber, Ola, or DiDi for on-demand transport.

Helpful tips:

- Check estimated fares before booking.
- Always confirm the vehicle and driver details in the app before entering.

New South Wales Students – NSW Transport

In New South Wales, public transport services (buses, trains, ferries, and light rail) operate under the NSW Transport.

Opal Card:

Purchase a reusable Opal card to travel on all NSW public transport services. Cards are available at train stations, convenience stores, and supermarkets. Opal is the smartcard ticketing system used on public transport in Sydney, the Blue Mountains, Central Coast, the Hunter and the Illawarra.

You can also use a contactless payment to pay an Adult fare. But if you qualify for concession fares, you can save money with an Opal card. International students are not eligible for concession fares in NSW.

You can get an Opal card in person or online. Add value before you travel and tap on and off to pay your fare.

Tap on at the start and tap off at the end of your trip.

Journey Planning:

Use a range of travel apps (<https://transportnsw.info/apps>) or the Transport for NSW journey planner (<https://transportnsw.info/trip#/trip>) to view timetables and plan your trip.

 Transport Info Line: 131 500

Key Tips for All Students

- ✓ Keep your card topped up to avoid travel interruptions.
- ✓ Always carry your student ID and proof of concession eligibility if applicable.
- ✓ Familiarise yourself with local safety rules on public transport.

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Other modes of transport

In Sydney, you can also access:

- [Neuron](#) and [Lime](#): Electric scooters and bikes via mobile apps.

Taxi and Rideshare Services

Taxis and rideshare services are usually expensive modes of transport but are available 24/7 unlike public transport.

Some taxi companies that operate in NSW are:

- 13CABS Phone: 13 22 27 Web: www.sydney.13cabs.com.au
- Legion Cabs Phone: 131 451 Cabcharge Bookings: 131 271 Web: www.legioncabs.com.au
- Premier Cabs – Airport Taxi Service Phone: 13 10 17 Web: www.premiercabs.com.au
- Silver Service Fleet Phone: 133 100 Web: www.silverservice.com.au
- St George Cabs Phone: 132 166 Web: www.stgeorgecabs.com.au
- GM Cabs Phone: 131 001 Web: www.gmcabs.com.au
- Black & White Cabs Phone: 133 222 Web: www.blackandwhitecabs.com.au

For rideshare, simply order your rideshare using your preferred apps. Download apps such as Uber, Ola, or DiDi for on-demand transport.

Helpful tips:

- Check estimated fares before booking.
- Always confirm the vehicle and driver details in the app before entering.

Shopping

In Australia, you will find major town centres and capital cities equipped with shopping facilities. Typically, stores operate from 9:00 am to 5:30 pm, seven days a week. Some supermarkets even offer 24-hour service.

Grocery and Essentials

- Supermarkets: Major chains such as Woolworths, Coles, and ALDI offer affordable groceries and household items. Many stores are open late or 24/7 in metropolitan areas.
- Fresh Produce and Markets: Explore local farmers' markets for fresh fruit, vegetables, and specialty foods.
- Asian and International Stores: Specialty stores cater to diverse cultural needs with imported food items.

Retail Stores and Shopping Centres

- Large shopping centres like Westfield, Stockland, and DFO offer a mix of fashion, electronics, and services.
- Discount retailers such as Kmart, Big W, and Target are ideal for budget-friendly shopping.

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Online Shopping

- Popular platforms include Amazon Australia, eBay, and The Iconic.
- Always check delivery times and costs when ordering online.

Clothing

While there are no strict clothing rules in Australia, many establishments like workplaces, restaurants, clubs, and bars may have specific dress codes. Australians generally dress in contemporary clothing influenced by personal preferences, occupation, lifestyle, and location.

Clothing prices can vary. You will find budget-friendly options at quality variety stores like K-Mart and Big W, offering a wide range of clothing and footwear. Department and specialty stores such as Myer and David Jones cater to higher-end labels.

Seasonal Clothing Tips

- Summer: Lightweight, breathable clothing; sun protection is essential (hat, sunglasses, sunscreen).
- Winter: Warm layers, jackets, and closed shoes for cooler weather.
- Spring/Autumn: Mix of light and warm clothing as temperatures vary.

Where to Shop for Clothing

- Affordable Options: Kmart, Big W, Target for basics and seasonal wear.
- Mid-range Fashion: Uniqlo, Cotton On, H&M, and Zara.
- Op Shops/Thrift Stores: Vinnies, Salvos Stores, and Red Cross Shops for second-hand bargains.
- Online: The Iconic, ASOS, and Shein for convenience and variety.

Entertainment

Balancing your studies with leisure activities is important for your well-being. Australia offers a vibrant entertainment and cultural scene.

Cinemas and Streaming

- Local cinemas such as Event Cinemas and Hoyts screen international and local films.
- Student discounts are often available – carry your student ID.
- Popular streaming services include Netflix, Disney+, Amazon Prime, and Spotify for music.

Outdoor Activities

- Beaches, national parks, and walking trails offer opportunities for relaxation and fitness.
- Participate in free or low-cost community events often listed on local council websites.

Cultural and Social Events

- Attend festivals, art exhibitions, and concerts to experience Australia's diverse culture.
- Join student clubs or societies for social activities and networking opportunities.

Nightlife and Dining

- Cities and regional centres have a variety of restaurants, cafés, and nightlife options.

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- Always check local laws and age restrictions regarding alcohol and venues.

Helpful links:

- [What's on in Brisbane](#) - Discover things to see and do in Brisbane, including festivals, workshops, markets and family events
- [Visit Brisbane](#)
- [Eventbrite](#)
- [Meetup](#) – Find events and join groups to meet like-minded people who share your interests.

Accommodation

It is advisable to arrange temporary accommodation prior to your arrival in Australia and then explore long-term options once you have settled. Temporary accommodation can include hotels or hostels. You can find temporary accommodation through various websites relevant to your location.

For long-term accommodation, there are several options available for international students. These include:

1. **Private Rental:** In this option, you lease an entire apartment or house. The lease agreement typically outlines the rent, bond (refundable deposit), tenancy duration, and other terms and conditions.
Refer to websites such as [realestate.com.au](#), [domain.com.au](#)
2. **Share House:** This involves sharing a rented property with friends or housemates. Each tenant is listed on the lease and is responsible for paying their portion of the rent and bond.
Refer to [flatmates.com.au](#)
3. **Boarding or Homestay:** Renting a room in a home and living with the homeowners. This arrangement is privately negotiated between you and the homeowner.
4. **Student accommodations:** Managed (or 'purpose-built') student accommodations are residences designed and built specifically for students. The options range from private studio apartments to shared rooms with communal areas, activities and facilities.

Below are some student accommodation providers:

[Unilodge](#)

[Student One](#) – Brisbane only

[Iglu](#)

It is essential to be aware that as an international student, you have the same renting rights as local residents. Familiarise yourself with the renting and tenant rights information provided by your state or territory's consumer affairs organisation.

Australian Government – Study Australia offers a specific page dedicated to international students for assistance in terms of accommodation: [Accommodation](#)

[Rental Tenancy Authority \(RTA\)](#) is the Queensland state government statutory body that helps make renting work for everyone. They provide tenancy information and support, bond management, dispute resolution, compliance and enforcement, and education services.

In New South Wales, [NSW Fair Trading](#) is the NSW consumer protection regulator, creating a competitive and fair marketplace for the NSW community.

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Embracing culture and diversity

International students come to Australia from many diverse countries, and they add richness to our already culturally diverse community.

We strongly encourage you to contribute to Australia's already vibrant multicultural society. OCT will organise and run cross-cultural events and experiences throughout the year to support intercultural engagement. During these events, students get an opportunity to share their culture and stories. Events may include the sharing of artworks, food, national dress, and participation in cultural festivals. For example, celebrating the Harmony Week with various activities, including live music, cultural sharing, dances and free food from various countries that our students belong to. We strongly encourage student participation from all students in these events.

Our team includes staff from diverse backgrounds, and all staff undertake significant professional development to enhance their cultural competence so that they can best support your needs.

Volunteering is a great way to build connections, make new friends, understand the culture, whilst advancing your career by developing new skills. Study Australia has provided some helpful information on volunteering and where you can find volunteering opportunities here: [Volunteer and Industry Experience](#)

You can learn more about Australian culture and lifestyle on Study Australia's website here: [Australian Culture](#).

Aussie slangs

There are lots of Aussie slang words that you should learn when you live in Australia. IELTS has compiled a list of 100 Australian slang words and phrases. Simply defined, slang is very informal language or specific words used by a group of people. Usually, you'll hear slang in spoken language. You can also come across it in SMS or social media. However, you don't use slang in formal written work.

Refer to [100 Australian slang words and phrases](#) to learn more.

Living Costs in Australia

As per migration regulations in Australia, international students are required to demonstrate their ability to cover the expenses associated with living and studying in the country. This requirement ensures that students can fully engage in their studies and have a safe and enjoyable experience during their stay in Australia.

While international students have the option to work part-time to supplement their income, the 'living costs' requirement aims to support their academic success by reducing reliance on such work to meet all expenses. It is essential for students to prove that the funds they intend to use for studying in Australia will be readily available to them throughout their stay.

The provided figures on average living costs in Australia are available on the Study Australia website: [Study Australia - Living and Education Costs](#).

It is important to note that these figures are averages, and actual costs can vary significantly depending on the location within Australia. Therefore, students should be prepared in case their living expenses exceed the indicated figures.

You can use the cost-of-living calculator provided on the link above to get an estimated unique quote relevant to your circumstances.

Budgeting

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After settling in Australia, it is advisable to create a budget that encompasses various expenses such as clothing, food, accommodation, transportation, entertainment, travel, and childcare if applicable. Budgeting will help you track your spending and ensure financial responsibility.

For comprehensive information on budgeting, you can visit <https://moneysmart.gov.au/>.

Being mindful of expenditures and adhering to a budget will empower you to manage your finances effectively during your time in Australia.

Overseas Student Health Cover (OSHC)

Australia has a special health insurance system for international students called Overseas Student Health Cover (OSHC). It is essential to purchase OSHC before you arrive in Australia to ensure you are covered from the moment you land. The Department of Immigration and Citizenship mandates that you maintain OSHC for the entire duration of your student visa in Australia.

You have the option to obtain OSHC from a provider recommended by us, or you can choose from any Australian OSHC provider. There are five main providers:

1. Australian Health Management OSHC: [Home | ahm Overseas Students Health Cover \(ahmoshc.com.au\)](http://ahmoshc.com.au)
2. BUPA Australia: [Overseas Student Health Cover Insurance \(OSHC\) | Bupa](#)
3. Medibank Private: [Overseas Student Health Cover \(OSHC\) | Overseas | Medibank](#)
4. OSHC Worldcare: [Overseas Visa Health Insurance | Allianz Care Australia](#)
5. NIB OSHC: <https://www.nib.com.au/overseas-students/>

You can visit the above websites to explore detailed information about their coverage and make an informed decision about which provider suits your needs.

OSHC helps you cover medical or hospital expenses you may incur while studying in Australia. It also assists with the cost of most prescription medicines and emergency ambulance services.

However, it is important to note that OSHC may not cover extras such as dental, optical, or physiotherapy services. If you require coverage for these treatments, you will need to purchase additional private health insurance. This can be done through:

- Extra OSHC offered by some OSHC providers
- International travel insurance
- General treatment cover from any Australian private health insurer

For more detailed information on what your OSHC insurance covers and what steps to take if you need medical treatment, please refer to the OSHC provider websites.

Working in Australia

As an international student studying in Australia, it is important to understand the regulations regarding employment. Typically, student visa holders are permitted to work up to 48 hours per fortnight during study time and unlimited hours during scheduled holidays. However, before engaging in any paid work, it is essential to ensure that your visa conditions allow for employment.

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For comprehensive information on working in Australia, including your rights and conditions of employment, please visit: [Study Australia - Work in Australia](#)

Fair Work Ombudsman

Fair Work Ombudsman is like a referee for workplace rules in Australia. They help both employers and employees understand and follow the law.

- **Advice and Information:** Your go-to source for free advice and info about workplace laws.
- **Investigations and Enforcement:** They look into complaints about workplaces and make sure everyone is playing by the rules.
- **Education and Guidance:** Help businesses and workers understand their rights and responsibilities.
- **Promoting Fairness:** Make sure everyone is treated fairly at work.
- **Ensuring Compliance:** Checks that businesses are following the law.
- **Taking Action:** If rules are broken, they step in to make things right.
- **Doing Our Job Well:** They do all this in a way that's efficient, effective, and fair.
- **Why It Matters:** By ensuring fair treatment and following the rules, they create a better work environment for everyone.

Additionally, if you require further clarification on your workplace rights and obligations, such as resolving disputes, you can refer to the Fair Work Ombudsman website at www.fairwork.gov.au.

National Employment Standards

NES stands for National Employment Standards.

There are 10 minimum entitlements all employees must receive.

Key Entitlements:

1. **Maximum Weekly Hours:** Ensures employees don't work too many hours.
2. **Flexible Working Arrangements:** Allows employees to request changes to their work schedule.
3. **Parental Leave:** Provides time off for new parents.
4. **Annual Leave:** Allows employees to take paid time off each year.
5. **Personal/Carer's Leave:** Gives time off for illness, caring responsibilities, or emergencies.
6. **Community Service Leave:** Allows time off for voluntary emergency activities.
7. **Long Service Leave:** Provides extended leave after many years of service.
8. **Public Holidays:** Ensures paid time off on designated holidays.
9. **Notice of Termination and Redundancy Pay:** Outlines notice periods and compensation for job loss.
10. **Fair Work Information Statement:** Provides essential information about employment rights.

For further information, you can refer to the website at: <https://www.fairwork.gov.au/employee-entitlements/national-employment-standards>

It is crucial to familiarise yourself with these resources to ensure compliance with Australian laws and regulations while working as a student in the country.

Emergencies

Emergency Procedures

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In the event of emergencies such as fire, medical emergencies, or criminal incidents, it is vital to act swiftly and appropriately. For immediate assistance, dial 000. This emergency hotline connects you to the necessary services, whether it is the fire brigade, ambulance, or police. Upon calling, you will be prompted to specify the nature of your emergency and provide essential details such as your name, address, and contact number.

Evacuation

When the alarm sounds on campus or your simulated facility, you should follow the evacuation plan demonstrated during the induction. Below are some standard procedures that you must follow in most emergency situations:

- everyone must evacuate the area
- move quickly (but do not run) to the designated assembly area (check campus map)
- keep to the outside on stairways to allow access for emergency personnel
- do not use lifts
- at the assembly point your trainer will check that all students are accounted for, don't leave until the all clear has been given.

When the alarm sounds in a non-teaching situation:

- move directly to the designated assembly point
- don't re-enter the building
- don't take refuge in toilets, storerooms, or student common rooms
- don't leave the assembly area until the all clear has been given.

Police Services

Australian police play a crucial role in safeguarding individuals, properties, and communities. They are dedicated to detecting and preventing crime while upholding peace and security for all citizens. It is important to note that the police force operates independently of the military and political entities. In times of distress or uncertainty, reaching out to the police can help instil a sense of safety and security.

Fire Safety

The fire emergency services serve as the frontline defence against fires and related hazards. Their responsibilities include extinguishing fires, rescuing individuals from perilous situations such as car accidents or building fires, and mitigating risks posed by gas leaks or chemical incidents. Regardless of the fire's size, immediate action is crucial. If you notice any signs of fire, do not hesitate to contact 000 for prompt assistance.

Emergency Medical Services

In medical emergencies, swift access to professional care can be life-saving. Ambulances are equipped to provide immediate medical attention and transport patients to the nearest hospital. If you require emergency medical assistance, dial 000 without delay.

You can also walk into your nearest hospital emergency room or Urgent Care Clinic. Depending on your circumstances and conditions, you should take the time to check with your Medical Insurer to get advice on costs for a hospital visit and decide which hospital you should go to.

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Safety Protocols

Australia is known for being a safe country, but it is always wise to take precautions to ensure your well-being. We strongly advise you to review the personal safety tips available on Study Australia website [Study Australia - Safety in Australia](#):

- [Driving and transport safety](#)
- [What to do in an emergency](#)
- [Personal safety](#)
- [Beach and sun safety](#)

Additionally, familiarise yourself with the health and safety section in this handbook. During your orientation, pay close attention to all information provided.

In case of any incident that significantly affects your physical or psychological well-being, please contact us immediately using the provided contact details. Remember, an incident could involve various situations, so do not hesitate to reach out for assistance.

Accessing Medical Treatment

For non-emergency medical concerns, seeking assistance from a general practitioner (GP) or local medical centre is advisable. Public hospitals, as well as some medical centres, offer 24-hour emergency services through their casualty departments. In case hospitalisation is necessary, remember to bring along your health insurance card and any prescribed medications.

You can find your nearest Medicare Urgent Care Clinic by visiting: [Find a medicare UCC](#)

General Practitioners (GPs)

General Practitioners (GPs) are your first point of contact for non-emergency medical care. GPs can assist with general health concerns, prescriptions, referrals to specialists, and mental health support.

To find and book an appointment with a GP near you, you can use Google to look for your nearest medical centres or you can easily access the following platforms that will show you available appointments near your location and you can also read about the expertise of your GP before making a decision:

HotDoc – <https://www.hotdoc.com.au/>

A widely used platform for finding local medical practices, checking availability, and booking GP and other medical practitioner appointments online or via the HotDoc mobile app.

HealthEngine – <https://healthengine.com.au/>

Another reliable service for locating GPs, dental clinics, and other healthcare providers. You can book appointments online or through the HealthEngine app.

These platforms allow you to:

- ✓ Search for medical centres and practitioners in your area.
- ✓ Compare the availability of doctors and practice opening hours.
- ✓ Make, manage, and cancel appointments easily.

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✓ Access information about bulk-billing or private billing options.

Hospitals and After-Hours Care

In the event of a serious illness or injury requiring urgent attention, you should go directly to the emergency department of your nearest public hospital or call 000 for an ambulance. Emergency services are available 24 hours a day.

Resource Availability

Contact information for both public and private hospitals can be found in the White Pages telephone directory under 'Hospitals.' Additionally, online resources can aid in locating nearby medical facilities. Prioritising personal health and safety is paramount, and knowing where to seek medical assistance in various situations is essential for all individuals.

HealthDirect

HealthDirect provides free, trusted health information and advice, 24 hours a day, 7 days a week. Here is how HealthDirect can help you: <https://www.healthdirect.gov.au/how-healthdirect-can-help-you>

You can also contact their free helpline on **1800 022 222**.

The Health Direct Symptom Checker advises whether you should see a doctor or care for yourself at home.

- It will ask questions about your symptoms — this takes an average of 6 minutes.
- It cannot give you a diagnosis and is not a substitute for professional healthcare.

You can use the HealthDirect service finder to find your nearest hospital, urgent care service, emergency room and other health practitioners.

<https://www.healthdirect.gov.au/australian-health-services>

Poisons information line

The poisons information line provides prompt, up-to-date information and advice in the event of poisonings or suspected poisonings. Poisons Information Centre: 13 11 26.

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Student Induction

As you begin your course, we want to ensure that you have all the necessary information and support to thrive. Therefore, we conduct a comprehensive induction session during your orientation to familiarise you with essential aspects of your course and life in Australia, tailored to suit your specific mode of delivery and offerings.

During the induction, you will:

- Receive detailed information about your course requirements and important dates.
- Have the opportunity to meet your trainer and fellow classmates.
- Gain insights into various support services available to assist you in acclimatising to life and study in Australia. These services encompass welfare, accommodation, academic and career guidance, IT assistance, student learning support, English language proficiency, and social inclusion activities.
- Learn about legal, emergency, and health services essential for your well-being.
- Receive guidance on safety awareness relevant to life in Australia.
- Understand the process of seeking assistance and reporting incidents impacting your well-being, including critical incidents.
- Get acquainted with our facilities, resources, and organisational policies and procedures. These include course progress monitoring, attendance requirements, deferral, suspension, cancellation, course transfer, and procedures for handling complaints and appeals.
- Receive information on student visa conditions related to course progress and attendance.
- Be briefed on health and safety requirements, including emergency evacuation procedures, critical incident management, and incident reporting protocols outlined in our handbook.

Furthermore, the induction session serves as an opportunity for you to raise any queries you may have regarding your studies with us. We ensure that all necessary forms and paperwork are completed during this session to streamline your administrative processes.

As part of the induction, you will also receive your initial set of learning materials, enabling you to kickstart your learning journey with confidence.

Additionally, we address general housekeeping arrangements during the session to ensure a smooth and conducive learning environment for everyone.

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Student Rights and Responsibilities

The Department of Education has released a factsheet for international students containing important information about their rights and responsibilities while studying in Australia. You can find this fact sheet here: [International Students Factsheet](#)

Student' Responsibilities

All students, throughout their training and involvement with OCT, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to OCT in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Make regular contact with their Trainer/Assessor.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify OCT if any difficulties arise as part of their involvement in the program.
- Make payments for their training within agreed timeframes, where relevant.

Students' Rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information OCT holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.

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- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to OCT on the client services, training, assessment and support services they receive.
- Be informed of any changes to agreed services, and how they affect them, as soon as practicable.

Course Expectations and Requirements

At OCT, our training and assessment focus on equipping you with the necessary knowledge and skills to excel in the workplace. We adhere to competency-based training and assessment principles, wherein each aspect of your course is designated as a "unit of competency". Your course may encompass individual units or a combination thereof, culminating in a comprehensive qualification. Each unit of competency is tailored to address specific workplace skills and knowledge requirements.

Our course outlines provide comprehensive details on the delivery methods, assessment procedures, and expected outcomes. Typically, our courses incorporate a blend of classroom sessions, practical workplace experiences, homework assignments, and online learning modules.

Attendance and Homework Requirements

For students enrolled in classroom-based courses, consistent attendance is essential to stay on track with the curriculum. You are expected to attend all scheduled classes. You should review the Course Progress and Attendance requirements provided in the relevant policy and procedures later in this handbook.

Furthermore, completing designated homework assignments on a weekly basis is crucial to fulfilling learning and assessment obligations. Your trainer will provide clear guidance on the tasks to be undertaken during these sessions.

Assessment Arrangements

At the outset of each unit or cluster, your assessor will thoroughly explain the assessment procedures and requirements. You will receive detailed instructions for each assessment task, including the criteria against which you will be evaluated. Additionally, relevant deadlines or assessment schedules will be communicated to you.

During this session, your assessor will address any queries you may have regarding the assessment process, ensuring clarity and understanding. Feel free to seek clarification on any aspect of the arrangements.

Submitting Your Assessments:

To ensure your assessments are properly recorded, you must submit written tasks accompanied by a completed and signed Assessment Task Cover Sheet. This sheet requires you to declare that the work is your own. Failure to include a signed cover sheet will result in the rejection of your written tasks.

You must submit your assessments directly to your trainer/assessor.

Please retain a copy of all submitted tasks, as we are unable to return them. Your submitted work serves as evidence and will be retained in your file. In the event of loss by you, you will be required to resubmit your work.

Assessment Attempts

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You have three (3) attempts for assessments, including the original submission at no extra cost.

Assessment Feedback and Outcome:

Your written work will be evaluated within 30 days of receipt. Feedback will be provided in writing, and the outcome will be confirmed on the Outcome Record Sheets.

Assessment outcomes are categorised as either:

- Satisfactory (S)
- Not Satisfactory (NS)

To achieve a Competent (C) outcome for a unit, all assessment tasks within that unit must be completed satisfactorily. If any task is assessed as Not Satisfactory, the overall unit outcome will be Not Yet Competent (NYC). You will have two opportunities to resubmit the task for a Satisfactory outcome. Your assessor will specify the requirements and deadline for resubmission.

If you are assessed as Not Satisfactory after the third attempt, further training and assessment may be necessary to achieve competency. Additional fees may apply for self-funded students, as outlined in the fees and charges information.

Reasonable Adjustment in Assessment:

Students requiring modifications to assessments due to disability, illness, or special circumstances may request reasonable adjustments. These adjustments can include:

- Accessibility enhancements to training and assessment resources.
- Adaptations to physical facilities or equipment.
- Adjustments to assessment arrangements, such as extended time allowances.
- Alterations to evidence-gathering methods, like conducting oral assessments for written questions.

If you believe you require a reasonable adjustment, please discuss your needs with your assessor. Adjustments are made at the discretion of the assessor based on identified needs.

Re-Assessments and Student Rights

We are here to ensure you understand your rights regarding assessments and how to make complaints or appeals if needed.

Repeat Unit

If you fail the third reassessment, you will need to enrol in the unit again.

Student Rights

You have the right to make complaints and appeals. Refer to OCT's complaints and appeals policy provided later in this handbook.

Plagiarism and Cheating

OCT upholds a strict policy against plagiarism, cheating, and collusion. We expect our students to demonstrate integrity in all academic endeavours by submitting only original work or properly referenced material, giving credit to all sources used.

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When submitting assessments, students must sign a declaration affirming that the work is their own and that they have not engaged in any form of academic dishonesty, including plagiarism or collusion with others.

If any allegations of plagiarism, cheating, or collusion arise, students will have the opportunity to address them. However, if found guilty, disciplinary measures will be taken, likely requiring the student to redo the assessment.

Our commitment to academic honesty ensures a fair and respectful learning environment for all students.

From time to time, there may be incidents of student plagiarism, cheating and collusion which OCT is required to act upon in order to uphold the value of assessment outcomes and the reputation of the nationally recognised training provided. Plagiarism and collusion are both forms of cheating. It is taking and using someone else's ideas, writings or information and representing them as your own.

Student plagiarism, cheating and collusion in any form are unacceptable and will be treated seriously by OCT.

Plagiarism is a serious act and may result in any of the following, depending on the breach of:

- exclusion from a unit or a course
- cancellation of their enrolment
- loss of course fee.

When you have any doubts about including the work of other authors in your assessments, please consult with your trainer/assessor. In case you need further information about plagiarism and collusion, please ask our support staff to provide you with further details. The following list outlines some of the activities for which a participant can be accused of plagiarism:

- Presenting any work by another individual as one's own, unintentionally
- Submitting assessments copied from another Student
- Presenting the work of another individual or group as their own work
- Submitting assessments without adequate acknowledgement of sources used, including assessments copied totally or in part from the internet

Vocational placement

Students **MUST** attend vocational placement where required by the course of enrolment. It will be outlined in your Letter of Offer, Student Agreement, and Course Information if vocational placement is a requirement of completion for your course.

Vocational placement is a mandatory component for some courses that must be successfully completed to be eligible to attain your qualification.

Some important notes about vocational placement:

- may include weekdays and school holidays
- hours may be between 6am – 10pm
- students are expected to be able to meet their own travel and placement costs and have strategies to manage family and work commitments to meet vocational placement shifts
- students are to arrange their own transport to and from placement.
- It is your responsibility to find your own vocational placement provider, although OCT will support you in finding suitable vocational placement using our industry contacts, we cannot guarantee a spot for every student. It will be provided on a first-come, first-served basis.

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Student Support Services

At OCT, we are dedicated to providing comprehensive support to ensure your success in your studies. Whether you are returning to study after a break or seeking assistance with study skills, reading, writing, or math, we are here to help.

Upon completing the enrolment form, you will have the opportunity to indicate any support you may require. Additionally, you will be required to complete a language, literacy, numeracy and digital literacy assessment. This assessment helps us better understand your needs.

Based on the information provided in your enrolment form, Pre-Enrolment Review and/or the results of your assessment, our team will reach out to discuss how we can best support you. Furthermore, during the Pre-Enrolment Review, you'll have the chance to further discuss your support requirements.

Here is what our Student Support Services offer:

- **Language Support:** We may be able to provide you with Language and LLN support to some extent. Where we believe you require a level of support that we are unable to offer, we may refer you to another provider or external support services.
- **Health Services:** Learn how to access hospitals, medical clinics, and emergency services. For urgent situations, call 000. For non-urgent matters, our student services are here to assist.
- **Transport Information:** We provide information on transportation options to help you get around.
- **Academic Support:** From complaints and appeals to mentoring, we are here to support your academic journey.
- **Specialised Support for Students with Disabilities:** We understand the importance of providing inclusive support for all students. Specialised services are available for students with disabilities to ensure equal access to education and resources.
- **Safety and Security:** Learn about campus safety measures and critical incident support.
- **Cultural Adjustment:** We are here to help you adjust to life in a new country and culture.

Campus Facilities and Resources

Here's what you can expect from our facilities:

- Well-equipped classrooms featuring projectors, tables, and chairs for effective learning.
- Our Automotive workshop is fully stocked and ready for a hands-on experience.
- Enjoy a break in our designated breakout area
- Refresh yourself at our kitchenette with tea, coffee, and microwaves.
- Stay comfortable year-round with our climate-controlled air conditioning.
- Explore nearby cafés and restaurants for a variety of dining options.

Welfare and Counselling Services

OCT is dedicated to supporting the well-being of international students through a range of welfare services. These services aim to address mental, physical, social, and spiritual needs. We offer referrals to various resources, including:

- Accommodation guidance
- Crisis support
- Disability and equity assistance

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- Financial advice
- Legal support
- Medical referrals
- Mental health resources
- Peer mentoring programs
- Social interaction opportunities
- Guidance on religious and spiritual matters
- Stress-management techniques
- Academic and study-related advice

If a student is referred to an external provider, they will be responsible for covering any associated costs. Please note that OCT does not charge for making referrals to external providers.

For more information about the welfare services available, please contact your Student Support Officer

External Support Services

For students in need of extra assistance with their studies, work, or personal life, OCT offers referrals to various community organisations that may be able to provide support. Please be aware that certain services may involve fees that are the responsibility of the student.

We understand that everyone has needs that are unique, so we strive to connect you with relevant services based on your circumstances and location. Whether you require academic support, career guidance, or personal counselling, these organisations can offer valuable assistance beyond what OCT provides directly.

Our aim is to ensure that you have access to the resources and support networks necessary to thrive in your academic journey and personal life. If you require assistance in finding the right support services, please don't hesitate to reach out to our Student Services team, who will be happy to assist you in navigating these options.

Please note that the availability of services may vary depending on your location, and some services may require you to meet certain eligibility criteria. However, we are committed to assisting you in finding the support you need to succeed.

Emergency Contacts and Useful Links		
Organisation	Contact details	Service
Emergency Services	000	Police, fire brigade or ambulance
QLD Police Link NSW Police Assistance Line	131 444	<p>If you don't need police to attend immediately, you can fill out an online form to report some types of crime, traffic incidents and complaints. Please explore the options below.</p> <p>If you cannot find a relevant form online, and it is a police matter, please contact 131 444.</p>
Crime Stoppers	1800 333 000	Information receiving service for people wanting to share what they know about unsolved crimes



Emergency Contacts and Useful Links

Organisation	Contact details	Service
		and suspicious activity without saying who they are.
Health Direct	1800 022 222	24 hour health advice
13Health QLD	13 43 25 84	13 HEALTH (13 43 25 84) is a confidential phone service that provides health advice to Queenslanders. You can phone and talk to a registered nurse 24 hours a day, 7 days a week, for the cost of a local call.
Lifeline	13 11 14	National charity providing all Australians experiencing emotional distress with access to 24-hour crisis support and suicide prevention services.
Mensline Australia	1300 78 99 78	MensLine Australia offers free professional 24/7 telephone counselling support for men with concerns about mental health, relationships, anger management, family violence (using and experiencing), stress, and suicidal thoughts.
Support for Women	1800 177 577	Find a women's support service Support services are available for women and girls in Queensland, including emergency accommodation.
Suicide Call Back Service	1300 659 467	Suicide Call Back Service is a free nationwide service providing 24/7 phone and online counselling to people affected by suicide.
Sexual Assault Helpline	1800 010 120	The Sexual Assault Helpline team are specialist counsellors who will always listen and believe you. Call them for advice and support on 1800 010 120. You can choose to be anonymous.
QLD Transcultural Mental Health Centre	1800 188 189	The Queensland Transcultural Mental Health Centre (QTMHC) is a specialist state-wide service that works to ensure people from culturally and linguistically diverse (CALD) backgrounds receive culturally responsive mental health care and support.



Emergency Contacts and Useful Links

Organisation	Contact details	Service
1800RESPECT	1800 737 732	Confidential information, counselling and support service 1800RESPECT is available for free, 24 hours a day, 7 days a week to support people impacted by domestic, family or sexual violence.
Australian Red Cross		Emergency assistance and migrant transition
Beyond Blue	1300 224 636	If you are going through a hard time, the Beyond Blue Support Service is available 24/7 for brief counselling. Their counsellors will listen and help you find the extra mental health help you need. Accessibility and language support are available for telephone counselling.
Fair Work Ombudsman	13 13 94	The Fair Work Ombudsman is the national workplace relations regulator, helping employers and employees by providing information, education and advice on pay rates and workplace rights and obligations. They also enforce compliance with the Fair Work Act, related legislation, awards and registered agreements.
Australian Taxation Office	13 28 65	Collect tax, administer GST, and manage the superannuation system.
Foodbank Australia	QLD: 07 3395 8422 NSW: 02 9756 3099	Find food relief in cases of excess hardship and emergencies.
OzHarvest	1800 108 006	Food Relief
Salvation Army	13 72 58	Range of social support services.
Translation and Interpretation Service	131 450	TIS National's immediate phone interpreting service is available 24 hours a day, every day of the year by calling 131 450.



Emergency Contacts and Useful Links		
Organisation	Contact details	Service
		The service is available to any individual or organisation in Australia.
Australian Centre for Disability Law	1800 800 708	Promote and protect the human and legal rights of people with disability and their supporters through legal advocacy.
Australian Human Rights Commission	1300 656 419	The Commission is Australia's National Human Rights Institution and investigates and conciliates discrimination and human rights complaints, promote and raise awareness of human rights in Australia.

Changes to Visa Status

If there are any alterations to your enrolment status, such as deferment, suspension, or cancellation, it could impact your student visa. In such instances, OCT will inform the Department of Education and Training via the Provider Registration and International Student Management System (PRISMS) about the change.

For guidance on how these changes might affect your visa, please visit the DHA website at <https://www.homeaffairs.gov.au/trav/stud> or call 131 881. You can also seek advice from your local DHA office.

Whether the suspension of enrolment is initiated by you or imposed by OCT, the period of suspension (as recorded in PRISMS) will not be factored into attendance monitoring calculations.

If enrolment suspension is granted, OCT will suspend your enrolment for an agreed period, up to a maximum of 12 months. Should you require a suspension longer than 12 months, you will need to reapply once the initial suspension period concludes.

In the event of a suspension lasting 28 days or more, you may need to return home unless there are special circumstances. You will be directed to contact DHA via their helpline on 131 881 to determine your eligibility to stay in Australia during the suspension period.

OCT will assess each case individually to determine if compassionate or compelling circumstances warrant special consideration.

If your enrolment is cancelled, you must either depart Australia, enrol in an alternative course, or apply for a different visa within 28 days. Leaving Australia will result in the cancellation of your visa. If you wish to resume your studies after leaving, you'll need to apply for a new student visa.

Please ensure you understand and comply with these guidelines regarding changes to your visa status. If you have any questions or concerns, do not hesitate to reach out to OCT for assistance.

Accessing your Records

As a student of OCT, you have the right to access or obtain copies of the information OCT holds about you. This information includes personal details as well as records of your participation and progress.

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If you wish to access or obtain a copy of your records, you must submit a written request to the CEO using the Access to Records Request Form. In your request, specify which records you wish to access. There is no fee for accessing your records.

Access to your records can be provided in the following ways:

- Making copies of the records stored in your file.
- Arranging a time for you to review your file in person.
- Granting access to our online portal, where certain course-related records can be viewed.

Requesting Changes to Records

If you believe that any information OCT holds about you is incorrect, incomplete, outdated, or misleading, you have the right to request amendments.

When a record is found to be inaccurate, we will make the necessary corrections. If you request an amendment to a record that we find to be accurate, we will still note your request on the record for reference.

At OCT, we are committed to maintaining accurate and up-to-date records to ensure the best possible learning experience for our students.

Notification of Changes

It is our responsibility to promptly inform you of any alterations affecting our organisation, courses, or training and assessment arrangements. This includes changes such as a change in ownership, establishment of new third-party partnerships, or modifications to existing ones that impact your enrolment.

Additionally, if we encounter circumstances where we are unable to fulfil the services outlined in your Student Agreement due to reasons like discontinuation of the enrolled course or ceasing OCT operations, you will be notified promptly.

In the event of such changes, OCT will develop a strategy to mitigate any disruptions to your education and will inform you of the details and implications as soon as possible.

Depending on the nature of the change, communication may occur via postal mail to your registered home address, email, or SMS message. Therefore, it is vital to ensure that we have your current and accurate contact details, including home address, email address, mobile number, and emergency contact information, to facilitate effective communication regarding any changes.

Please ensure that you inform us promptly of any changes to your personal details by utilising the Change of Details Form. International students are particularly reminded to submit this form within 7 days of any alterations occurring.

Your cooperation in keeping your information up-to-date is crucial in ensuring that you receive timely and relevant notifications regarding any changes that may affect your enrolment or educational experience at OCT.

Student Feedback

Your feedback is incredibly valuable to us as it helps us improve our services to better meet your needs. We actively seek input from both students and employers to continuously enhance our offerings.

We also encourage you to share your feedback with us at any time through email or phone. Furthermore, students can submit feedback through other channels, such as:

1. Feedback forms

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2. Informal feedback by contacting us in person or on the phone
3. Email
4. Quality Indicator Surveys

Your input plays a crucial role in our continuous improvement efforts, and we appreciate your contribution to making OCT a better learning environment for everyone.

Issuing of Certification Documents

Upon successful completion of your course and settlement of all relevant fees, OCT will promptly provide you with a qualification (Testamur and/or Statement of Attainment) along with a comprehensive record of your results within thirty (30) days.

The record of results will detail the units of competency you have achieved throughout the course, along with your corresponding grades.

In cases where a student withdraws from or partially completes a course, OCT will issue a Statement of Attainment within thirty (30) days of withdrawal, provided that all applicable fees have been settled. A record of results will be included with the statement of attainment upon request.

Please note that OCT reserves the right to withhold the issuance of qualifications and Statements of Attainment until all fees associated with the course or qualification have been cleared, except where prohibited by law.

It is imperative that OCT has a valid Unique Student Identifier (USI) on file for each student to facilitate the issuance of qualifications or Statements of Attainment.

Re-Issuing Statements and Qualifications

Records of qualifications and unit achievements are securely maintained for a minimum period of thirty (30) years. Students have the option to request copies of these statements or qualifications at any time, subject to an additional fee. Please refer to our Fees and Charges section for the current applicable fee.

Should you require any further clarification or assistance regarding certification documents, please do not hesitate to get in touch with us.

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Policies and Procedures



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Maintaining Enrolment and Course Progress

1. Purpose and scope

This policy and procedures document outlines OCT's approach to monitoring overseas students' course progress and attendance, ensuring full compliance with Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018. This policy is designed to support the academic progress of overseas students by identifying and assisting those at risk of failing to meet course progress and attendance requirements. The policy aims to provide a framework for:

- Regularly assessing the course progress and attendance of overseas students to ensure they are on track to complete their courses within the expected duration.
- Implementing intervention strategies at an early stage for students who are at risk of failing to meet the course progress or attendance requirements.
- Ensuring that the expectations regarding course progress and attendance are clearly communicated to overseas students upon their enrolment and during their course of study.
- Maintaining accurate and up-to-date records of students' course progress and attendance, as required by the National Code.
- Upholding the integrity of OCT's educational offerings and ensuring the well-being and academic success of its students.
- Extending the duration of an overseas student's enrolment in certain circumstances and advising them of potential impacts on their visa.

The policy statements and procedures maintain and comply with the legislative and regulatory requirements stated under the: -

- Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (The National Code)

Scope

This policy and its associated procedures apply to all staff and overseas students enrolled at OCT.

2. Course progress and attendance requirements

- OCT will publish this policy and its procedures in its student handbook and website. OCT will also address this policy during the induction.
- OCT must inform overseas students before they begin a course about the requirements to achieve satisfactory course progress and attendance requirements, where applicable.
- The expected duration of study specified on the overseas student's Confirmation of Enrolment (CoE) must not exceed the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) registered duration for the course.
- OCT is committed to monitoring students' progress to facilitate completion within this timeframe, as registered on the CRICOS register.
- Study periods, or 'terms', are outlined in the Training and Assessment Strategies and course outlines. These periods are structured to maintain the academic integrity of each course, with student progress assessed at the midpoint and end of each term. For OCT, each term constitutes of 10 study weeks.

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- Satisfactory course progress is crucial for overseas students to maintain their visa status. Students are required to demonstrate they have maintained satisfactory course progress requirements by the end of each study period. Students must successfully complete all required assessments by the end of each study period to demonstrate satisfactory progress.
- The **minimum requirement for attendance is 80 per cent** of the scheduled contact hours for the course.
- **Identifying at-risk students:**
 - The overseas student's attendance falls below 80 per cent.
 - Overseas students may be considered at risk of not meeting course progression requirements evidenced by:
 - Not attending assessment days and not submitting summative assessments by the due date without an extension in place.
 - Receiving Not Yet Competent outcomes for more than one or more units of competency.

3. Monitoring course progress and attendance requirements

- Student progress and attendance will be monitored using attendance sheets and the Course Progress tool.
- Trainers and assessors are responsible for monitoring course progress at the end of each study period. They will classify students as progressing, at risk or not progressing for all overseas students. This will be based on their attendance, participation submission, and assessment task outcomes.
- Trainers and assessors may consult the CEO if needed.

3.1 Intervention Strategy

- An individualised intervention strategy is developed for students identified as at risk of failing to meet course progress requirements.
- This intervention strategy provides details of the circumstances of the students and the support that will be provided to them. Support may include but not be limited to:
 - Language support
 - One-on-one with trainers and assessors
 - Providing extensions on due dates where possible
 - Extra classes
 - Access to handouts and supplementary materials
 - Referral to external the RTOs
 - Assess the suitability of course and electives
 - Mentoring
- The course progress tool records the commencement and review dates of an intervention strategy.
- Any informal strategies, outcomes of consultations or issues identified must also be noted on the same.

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3.2 Managing at risk students due to non-satisfactory course progress

A. Initial Identification and Intervention (Stage 1)

- Upon identifying a student at risk of unsatisfactory course progress, a First Warning Letter will be issued, inviting the student to a meeting to discuss and formulate an Intervention Strategy.
- This notification should be issued within the first four weeks of the subsequent study period, with the possibility of earlier intervention if the student is identified as at risk prior to the study period's conclusion.
- The meeting will cover the factors contributing to the student's at-risk status and collaboratively establish an appropriate Intervention Strategy, which may include academic support services or adjustments to the study load.
- The implications of any changes to the student's Confirmation of Enrolment (CoE) will be explained, ensuring the student understands the potential visa implications.
- The agreed Intervention Plan will be documented and require the student's signature to confirm their commitment to the strategy.
- The Intervention Strategy will be promptly implemented, and all relevant documentation will be retained in the student's file.
- The student will be reminded of the consequences of continued unsatisfactory progress, including potential reporting to the Department of Home Affairs (DHA) via PRISMS and the impact on their visa status.

B. Progress Review Following First Warning

- The student's progress will be closely monitored in alignment with the established Intervention Plan, with necessary adjustments made in consultation with the student.
- Outcomes and modifications to the Intervention Plan will be meticulously recorded and included in the student's academic file.

C. Further Action and Second Warning (Stage 2)

- If monitoring indicates a persistent risk of unsatisfactory progress, a Second Warning Letter will be sent, inviting the student to another meeting to reassess and possibly amend the Intervention Plan.
- The meeting will address the ongoing issues affecting course progress and explore additional support or interventions required.
- The student will be cautioned that failure to improve course progress may lead to a Final Warning/Notice of Intention to Report for Unsatisfactory Course Progress.

D. Notice of Intention to Report for Continuing Unsatisfactory Progress

- Continued failure to meet course progress requirements, despite interventions, will result in issuing a Notice of Intention to Report the student for unsatisfactory progress via PRISMS.
- This notice will be dispatched promptly to the student's registered postal and email addresses, advising them of their right to access OCT's Complaints and Appeals process within 20 working days.

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- Students engaging in the appeals process are expected to maintain class attendance as per OCT's Complaints and Appeals Policy and Procedure and will not be reported during this period.
- All correspondence and relevant documents will be systematically filed in the student's academic record.

E. Final Reporting Process

- Should the student not initiate an appeal, the appeal is unsuccessful, or the student withdraws from the process, OCT will proceed to report the student to PRISMS for non-compliance with course progress requirements within seven (7) working days following the conclusion of the appeal period.

3.3 Managing at risk students due to non-satisfactory attendance

A. Initial Concern and Intervention (Stage 1)

- When a student's attendance falls below 90% but is above 80% or if the student has been absent for more than 5 consecutive days without valid approval, a First Warning Letter regarding the Risk of Unsatisfactory Attendance will be issued. This letter also invites the student to a meeting to formulate an Intervention Plan.
- During the meeting, the reasons behind the unsatisfactory attendance will be discussed, and a mutually agreed upon Intervention Strategy will be established.
- Students will be informed about the potential need for amending their Confirmation of Enrolment (CoE) and the possible visa implications.
- The Intervention Plan will be documented, requiring the student's signature to confirm their agreement with the devised strategy.
- The Intervention Strategy will be promptly executed, and all relevant documentation, including a summary of the discussion and the First Warning Letter, will be filed in the student's academic record.
- Attendance monitoring will continue to ensure compliance with the agreed Intervention Plan.

B. Further Concerns and Second Warning (Stage 2)

- If the student's attendance does not improve and is still below 85% but above 80%, or if there is a second occurrence of being absent for more than 5 consecutive days without approval, a Second Warning Letter will be dispatched, inviting the student to another meeting.
- This meeting will reassess the student's attendance issues, and necessary adjustments to the Intervention Plan will be made to address ongoing concerns.
- The student will be cautioned that an attendance rate falling below 80% will trigger a Final Warning Letter/Notice of Intention to Report for Unsatisfactory Attendance.

C. Final Warning and Intention to Notify DHA

- Should attendance records indicate that the student will not meet the 80% requirement even with full attendance for the remainder of the term, a Notice of Intention to Report for Unsatisfactory Attendance will be issued.
- This notice will communicate OCT's intent to notify the Department of Home Affairs (DHA) via PRISMS, except in cases where the student presents valid documentation justifying the absences due to compassionate or compelling circumstances.

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- The student will be informed about the option to appeal this decision through OCT's Complaints and Appeals process, with a 20 working day period to initiate the appeal.
- Documentation related to the Notice of Intention to Report and any other pertinent information will be systematically filed in the student's academic record.

D. Post-Notice of Intention to Report Procedures

If the student does not lodge an appeal against the decision to report, or if the appeal is unsuccessful or withdrawn, OCT will proceed to report the student for breaching attendance requirements through PRISMS as per the stipulated timeline.

These procedures are established to ensure a structured and supportive approach to addressing unsatisfactory attendance among students while maintaining compliance with the attendance monitoring requirements as set forth by the National Code.

4. Reporting students for unsatisfactory progress

Notification of Intention to Report

When a student fails to make satisfactory course progress after all implemented interventions, OCT is obligated to report this to the Department of Home Affairs (DHA) via the Provider Registration and International Student Management System (PRISMS).

Prior to reporting, the student will be issued a written Notice of Intention to Report, detailing the reasons for the potential report due to non-satisfactory course progress. This notice follows the issuance of first and second warning letters as part of the escalation process.

Appeals Process

Students have the right to appeal the decision to report unsatisfactory course progress in accordance with OCT's Complaints and Appeals Policy & Procedures.

Should a student opt to engage in the appeals process, the reporting to DHA will be deferred until the conclusion of the appeals process.

Conditions for Reporting

OCT must maintain the overseas student's enrolment by only reporting a breach of course progress or attendance in the Provider Registration and International Student Management System (PRISMS) if:

- the internal and external complaints processes have been completed, and the breach has been upheld.
- the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period;
- the overseas student has chosen not to access the external complaints and appeals process; or
- the overseas student withdraws from the internal or external appeals process by notifying the registered provider in writing.

Documentation and Record-Keeping

Comprehensive records pertaining to the student's course progress, including all issued warning letters and the Notice of Intention to Report, will be meticulously maintained in the student's academic file. This ensures

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a transparent record of the measures taken by OCT before reaching the decision to report, as well as documentation of the student's right to appeal the decision and their engagement with the appeals process.

5. Extending course duration

OCT will only extend an overseas student's enrolment if:

- OCT has assessed that there are compassionate or compelling circumstances, and there is evidence to support this assessment;
- OCT has implemented or is in the process of implementing, an intervention strategy for the overseas student who is at risk of not meeting course progress requirements and student is complying with the strategy or
- An approved deferral or suspension of the overseas student's enrolment has occurred.

If OCT extends the duration of an overseas student's enrolment and the student's visa expires prior to completion of the course, the student will need to apply for a new Student visa (subclass 500) to complete their study.

More information about the Student visa (subclass 500) is available on the Department of Home Affairs website at: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>.

'Compassionate or compelling' circumstances are generally those beyond the control of the overseas student and which have an impact on the overseas student's course progress or well-being. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the overseas 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 overseas student's studies;
- 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 overseas student (these cases should be supported by police or psychologists' reports); or
- where OCT was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.

These are only some examples of what may be considered compassionate or compelling circumstances. The CEO will use their professional judgement to assess each case on its individual merits make a final judgement of each student's unique circumstances.

When determining whether compassionate or compelling circumstances exist, OCT will consider documentary evidence provided to support the claim and will retain copies of these documents in the overseas student's file.

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OCT will notify through PRISMS where the student can only complete the course by a variation/s to their current duration and extending it. Students will be advised to seek advice from the Department of Home Affairs (DHA) about any potential impacts on their visa include the need to obtain a new visa.



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Course Transfer Policy and Procedures

1. Purpose and scope

Registered providers have certain obligations to meet when facilitating student transfers and accepting students from other providers. The purpose of this policy is to ensure that OCT does not enrol transferring students until they have successfully finished six months of their principal course of study unless the conditions specified within this Policy are met.

This policy and its associated procedures guide OCT in assessing student transfer applications before completing six (6) months of their principal course:

- from another provider to OCT
- from OCT to another provider
- transfer to another course provided by OCT

OCT will make all decisions relating to student transfer requests in accordance with this policy and its procedures. OCT will handle each request fairly and take into account the merits of each case and the individual circumstances of the student.

All students must seek independent advice from the Department of Home Affairs (DHA) to understand any potential impacts of a course transfer request on their student visa.

The policy statements and procedures maintain and comply with the legislative and regulatory requirements stated under the: -

- Standard 7 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (The National Code) and the
- Education Services for Overseas Students Act, 2000 (ESOS Act).

Scope

This policy applies and extends to all RTO current and intending overseas students, education agents and RTO staff.

2. Definitions

“Admission” is the acceptance of an applicant as a student of the RTO in the nominated or desired course(s).

“ASQA” means the Australian Skills Quality Authority.

“ESOS Act” means the Education Services for Overseas Students Act 2000

“DET” means Department of Education

“DHA” refers to the Department of Home Affairs

“Intending overseas student” means a person (whether within or outside Australia) who intends to become, or who has taken any steps towards becoming, an overseas student.

“Overseas/International Student” means a person (whether within or outside Australia) who holds a student visa but does not include students of a kind prescribed in the regulations.

“Principal Course” The principal course is the main course of study undertaken by the overseas student. Where a student visa has been issued for multiple courses, this will usually be the final course of study – the highest qualification.

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“Training product” means an AQF qualification, skill set, unit of competency, accredited short course and module.

“SRTOs” means the Standards for Registered Training Organisations (RTOs) 2015 of the VET Quality Framework

3. Transferring from another registered provider

If an overseas student has not yet completed six (calendar) months of their principal course, they may not be permitted to transfer between registered providers.

OCT will not knowingly enrol a student prior to completing six (6) months of their principal course, unless the overseas student has obtained a release from their original provider and the primary course provider has recorded the date of effect and reason for release in PRISMS, or meet one of the following conditions:

- the releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered
- the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider
- any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change.

After completing six (6) months of their principal course, an overseas student can transfer without needing to meet one of these conditions.

Upon receipt of an application to transfer from another provider prior to the completion of six (6) months of their principal course, OCT will:

- Check PRISMS to verify if the previous registered provider has given their consent for the overseas student's release and if the date and reasoning for this release have been logged into PRISMS.
- If necessary, reach out to the student or their agent to affirm the student's standing with the prior registered provider.
- Examine the application and validate that standard enrolment prerequisites such as entry requirements and course preconditions have been met.
- Complete the processing of the application within 5 working days upon receipt.
- Upon application approval by the CEO, notify the student through a written communication.
- Proceed with the enrolment application as per the enrolment policies and procedures.
- Make sure all related documentation is stored in the student's file.
- In cases where the application is not approved by the CEO, the student should be informed in writing.
- Ensure that all corresponding documentation is filed in the student's personal records.

4. Concurrent enrolment

Overseas students in Australia on a student visa are permitted to undertake additional study (that is, a course of education or training) at the same time as the principal course for which they hold a student visa. However, any course undertaken by a student visa holder must be registered on CRICOS.

A Confirmation of Enrolment (CoE) should be issued for all courses undertaken by an overseas student whilst in Australia on a student visa, including their concurrent enrolment.

OCT when enrolling students in concurrent courses will ensure:

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- the student can maintain their attendance in both courses
- the student can progress and complete both courses in the duration of their CoE
- the student has a valid reason for undertaking the secondary course (e.g. to assist them in securing employment while they are studying in Australia).

OCT will not enrol a student in a concurrent course prior to the student completing six months of their principal course.

OCT has the following addition enrolment requirements in place for overseas students enrolling in a concurrent course:

- students are required to sign a statutory declaration confirming:
 - details of their primary course of study and their primary course provider
 - their current study commitments (timetables and attendance requirements) at the primary provider
 - that they understand and are committed to maintaining their attendance and course progress requirements in both courses
 - that they must notify OCT if there is a change in their obligations to their primary provider in terms of their timetable, attendance and course progress requirements.
- Students are required to sign and complete the Concurrent Enrolment Verification form.
 - This form is used to confirm the details of the primary course of study and the provider.
 - The student is required to get this form completed by their primary course provider noting the details of student attendance and course progress requirements.
 - Where the student is unable to get the form completed by the primary course provider, they must grant permission to OCT to contact and obtain the required details by contacting the primary course provider on their behalf.
 - Where all attempts to obtain the necessary information from the primary course provider have failed, a statutory declaration along with a copy of the official timetable/training and assessment plan issued by the primary course provider will suffice. OCT will maintain records of all attempts to obtain details from the primary course provider.
- Students will participate in a pre-enrolment interview with the Student Support Officer. The interview is to be conducted using the pre-enrolment review form. For the purpose of concurrent student enrolment, the pre-enrolment interview helps ensure that the students have a valid reason for undertaking the secondary course (e.g. to assist them in securing employment while they are studying in Australia). Further details about the pre-enrolment interview are included in the Student Support Policy and Procedures.
- OCT will retain the above records as part of the Student's Enrolment pack in the student's file.

5. Transferring to another registered provider

OCT permits students to request a transfer to another registered provider's course before completing six months of their principal course under specific circumstances:

- If a student is at risk of being reported due to unsatisfactory course progress despite engaging with OCT's intervention strategies in accordance with Standard 8. The student will be reported on the overseas student's course progress even if the transfer request is granted.

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- Transfer requests will be considered valid under compassionate or compelling circumstances, which are generally those that have an impact upon the overseas student's course progress or wellbeing. The CEO will use their professional judgement to assess each case on its individual merits considering the documentary evidence provided to support the claim. These could include but are not limited to:
 - serious illness or injury, where a medical certificate states that the overseas 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 overseas 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 overseas student (these cases should be supported by police or psychologists' reports); or
 - where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.
- the registered provider fails to deliver the course as outlined in the written agreement;
- there is evidence that the overseas student's reasonable expectations about their current course are not being met (such as correspondence between the overseas student and the registered provider or marketing materials given to the overseas student prior to enrolment, and setting particular expectations about the course);
- there is evidence that the overseas student was misled by the registered provider or an education or migration agent regarding the registered provider or its course, and the course is therefore unsuitable to their needs and/or study objectives; or
- an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.

Conditions Where Transfer Requests May Be Denied

Transfer requests may be denied under the following conditions:

- refuse transfer requests from overseas students who are not genuinely engaging with an intervention strategy with the intention of failing and being released. If the overseas student subsequently intends to study at a lower Australian Qualifications Framework (AQF) level, they will need to apply for a new student visa.
- The transfer jeopardises the student's progression through a package of courses.
- The student has yet to utilise the full range of support services provided by OCT if the request is made shortly after course commencement. In such cases, students will be asked to allow for at least four weeks (4) of study prior to applying for course transfer requests.
- Absence of legitimate, compassionate, or compelling circumstances or sufficient evidence thereof.

Application Process for Course Transfer

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Students seeking a transfer must submit:

- A completed Release Request Form signed and dated.
- A valid offer of enrolment from the receiving registered provider.
- Supporting evidence for compassionate or compelling circumstances, if applicable.

The outcome of the transfer request will be communicated to the student in writing within 10 working days of receiving the application.

Where an application or appeal is successful, the Student Course Variation will be reported to PRISMS immediately.

Denial of Transfer Request

In cases where a transfer request is denied:

- Students will be notified in writing, outlining the reasons for refusal and their right to access the Complaints and Appeals process within 20 working days.
- If an appeal results in favour of the transfer, a letter of release will be issued.
- The refusal status will not be finalised in PRISMS until the complaints and appeals process concludes or the student withdraws from the process.

Financial Considerations

There is no charge for issuing a release to students transferring to another provider. However, any applicable course fee refunds will be processed in accordance with OCT's Fees and Refunds Policy & Procedures.

6. Transferring to another course offered by the provider

Eligibility for Internal Course Transfer

Students at OCT may request a transfer to a different course within the institution under specific conditions, including but not limited to:

- The new course more effectively aligns with the student's academic abilities.
- The new course better supports the student's long-term goals related to career, further education, or personal aspirations.
- The student demonstrates or provides evidence that their reasonable expectations of the current course are not being met.

Conditions Where Transfer Requests May Be Denied

Requests for an internal course transfer may be denied in the following situations:

- The transfer risks the student's progression through a structured sequence of courses.
- The student has only recently commenced their current course and has yet to have the opportunity to access the full range of available support services.
- The desired course is at the same or a higher Australian Qualifications Framework (AQF) level, and the student is at risk of not meeting course progress and/or attendance requirements.
- The student has received a notice of intention to cancel their enrolment for any reason.

Application Process for Internal Transfer

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To initiate a transfer request, students must submit a fully completed Internal Course Transfer Application Form to the admin department within OCT.

The decision regarding the transfer request will be communicated to the student in writing within 10 working days of the receipt of the application.

Where the application is approved, a variation will be created on the existing a COE and student will be issued with a new COE after receipt of the new Student Agreement.

Financial Implications of Transfer

Any costs associated with transferring to a new course, as well as adjustments to course fees paid for the original course, will be handled in accordance with OCT's Fees and Refunds Policy and Procedures. This ensures transparency and fairness in managing the financial aspects of course transfers.



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Deferral, Suspension and Cancellation

Deferral, Suspension and Cancellation Policy and Procedures

1. Purpose and scope

The purpose of this policy is to define the framework and procedures for the deferral, suspension, or cancellation of the enrolment of overseas students at OCT. This policy aims to ensure that OCT manages these processes with fairness and transparency, in accordance with Standard 10 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018. It seeks to outline the circumstances under which an overseas student's enrolment may be deferred, suspended, or cancelled, whether initiated by the student due to compassionate and compelling circumstances or by OCT due to breaches of visa conditions, failure to pay fees, misbehaviour, or other specified conditions in accordance with OCT's policies.

OCT is committed to managing the enrolment of overseas students and maintaining up-to-date enrolment information in the Provider Registration and International Student Management System (PRISMS) database.

OCT will publish this policy on its website and in its student handbook.

The policy statements and procedures maintain and comply with the legislative and regulatory requirements stated under the: -

- Standard 10 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (The National Code);

Scope

This policy and its associated procedures apply to all overseas students enrolled at OCT, as well as to all staff involved in the management, approval, and recording of enrolment deferrals, suspensions, or cancellations.

2. Deferral and suspension of studies

- OCT will maintain all records including any decisions to defer or suspend an overseas student's enrolment.
- All cases of must be recorded by the CEO in the deferrals, suspensions and cancellations register.
- OCT will notify the Department of Education through PRISMS when we defer or suspend an overseas student's enrolment.
- OCT is able to defer or suspend the enrolment of an overseas student if there are compassionate or compelling circumstances. OCT will assess the deferral of commencement of study or suspension of study for the overseas student in accordance with this policy and its procedures for assessing and approving changes to enrolment.

'Compassionate or compelling' circumstances are generally those beyond the control of the overseas student and which have an impact upon the overseas 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 overseas student was unable to attend classes;
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);

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- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies;
- 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 overseas student (these cases should be supported by police or psychologists' reports); or
- where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.

These are only some examples of what may be considered compassionate or compelling circumstances.

- The CEO will use their professional judgement to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, OCT will consider documentary evidence provided to support the claim and should keep copies of these documents in the overseas student's file.
- OCT will notify students that deferment or suspension of enrolment can have an impact on their visa, and they should seek independent advice from DHA.
- Students seeking to defer or suspend their enrolment must submit a written application using the Deferral and Suspension Application Form to OCT at least ten (10) working days before the proposed start date of the suspension unless exceptional circumstances prevent such notice.
- The application must detail the reasons for the request and be accompanied by the relevant documentary evidence.
- OCT will notify the student of the outcome of the application within 10 business days.
- If a student-initiated request for deferral or suspension is approved, OCT will authorise a suspension of enrolment for a specified period, up to a maximum of 12 months. Requests exceeding 12 months will be subject to reassessment.
 - Should the student fail to resume their studies following the suspension period, their enrolment may be subject to cancellation.
 - In cases where a deferral or suspension is granted, OCT is obligated to report this as a Student Course Variation in PRISMS, as per Section 19 (1) of the ESOS Act. The reporting will be completed within 14 days for students under 18 and within 31 days for all other students.
- Where the end date of the COE is affected, OCT will send the student a new Written Agreement with the updated course duration and will issue a new CoE upon receipt of the signed agreement.
- The deferral will be recorded in PRISMS even if a new CoE is not issued.
- Suspensions must be recorded in the Student Management System by extending the end date of all incomplete units and changing the status of enrolment.

3. OCT initiated suspension, cancellation or non-commencement of studies

OCT may suspend or cancel an overseas student's enrolment on the basis of, but not limited to:

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- Misbehaviour or misconduct by the overseas student or breach of student code of conduct;
- Non-commencement of course on the agreed start date;
- the overseas student's failure to pay the required amount to undertake or continue the course as stated in the written agreement; or
- a breach of course progress or attendance requirements by the overseas student.

For any deferral, suspension or cancellation of enrolment initiated by OCT, the overseas student will be given a **notice of intention to report and 20 working days** to access OCT's internal complaints and appeals process. This applies even if an overseas student's misbehaviour is grounds for immediate expulsion unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk (as outlined below).

The notice of intention to report will include the reasons for suspension or cancellation and advise the student to seek advice from DHA on the potential impact on their student visa.

Generally, OCT may proceed with the deferral, suspension, or cancellation after the internal complaints handling and appeals process has been completed – for example, in cases of misbehaviour and non-payment. The only time OCT may wait for both the internal and external complaints handling and appeals process to be completed is for course progress and/or attendance breaches.

The overseas student does not have to be given the opportunity to appeal a provider-initiated deferral, suspension or cancellation of enrolment when the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk. OCT will retain sufficient evidence to support this.

This may include but is not limited to, when the overseas student:

- refuses to maintain approved care arrangements, if they are under 18 years of age;
- is missing;
- has medical concerns, severe depression or psychological issues which lead the provider to fear for the overseas student's well-being;
- has engaged or threatens to engage in behaviour that is reasonably believed to endanger the overseas student or others; or
- is at risk of committing a criminal offence.

If a student opts to engage in OCT's internal appeals process concerning a decision to defer, suspend, or cancel their studies, the execution of such a decision will be put on hold. The deferral, suspension, or cancellation will not be enacted or reported to the Provider Registration and International Student Management System (PRISMS) until the conclusion of the internal appeals process. This stay does not apply if the student's health, well-being, or the well-being of others could be at risk.

In situations where a student progresses to an external appeals process, OCT is required to notify the Department of Home Affairs (DHA) via PRISMS of the pending action, regardless of the ongoing external appeal.

In instances where no internal appeal is lodged or the appeal does not result in the overturning of the decision, OCT will proceed to report the deferral, suspension, or cancellation of studies as both a Student Course Variation and, where applicable, a Student Default in PRISMS. This action is in accordance with Sections 19 (1) and (2) of the Education Services for Overseas Students (ESOS) Act.

The reporting timeline to PRISMS for such decisions is as follows:

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- Within 31 days of the decision for all students above the age of 18.
- As promptly as possible in cases where the action is a result of the student's failure to meet course progress or attendance requirements.

4. Student initiated cancellation of studies

- OCT is committed to ensuring that all students are fully informed of the potential implications that the cancellation of their enrolment may have on their student visa status and advises students to seek independent advice from DHA. This information is communicated to students as part of the enrolment process, during orientation sessions, and when considering cancellation.
- Students who decide to cancel their enrolment at OCT for any reason are required to formally notify the institution by completing a Withdrawal Form. This process allows for an orderly withdrawal from the course, ensuring that all necessary administrative steps are taken.
- The Withdrawal Form must be submitted to administration within OCT, and the student will receive an acknowledgment of their request, along with information on the subsequent steps and any final obligations.
- Students who wish to withdraw from their course within the first six months of their principal course in order to transfer to another provider are subject to OCT's Course Transfer Policy and Procedure. This policy outlines the conditions under which a transfer may be granted, ensuring compliance with the National Code and considering the student's best academic interests.
- The transfer process includes an assessment of the student's reasons for the transfer, the suitability of the proposed course, and any impact on the student's visa requirements.
- In cases of student-initiated cancellation of enrolment, OCT is obligated to report this change as both a Student Course Variation and, where applicable, a Student Default in PRISMS, as per Section 19 (1) of the ESOS Act. The reporting timelines are as follows:
 - Within 14 days of the decision for students who are under the age of 18.
 - Within 31 days of the decision for all other students.
- The student will be notified of the cancellation and advised DHA has been informed and if they believe they are eligible for a refund they will need to submit a Refund Application Form and it will be assessed in accordance with OCT's fees and refunds policy and procedures.
- All documentation must be retained in the student file.

5. Effect on Confirmation of Enrolment (CoE)

OCT will tell overseas students that deferring, suspending or cancelling their enrolment on any grounds may affect their student visa.

Under the standard 10 of the National Code, there are three (3) possible outcomes for an overseas student's CoE:

1. OCT notifies the Department of Education through PRISMS that they are deferring or suspending an overseas student's enrolment for a period **without affecting the end date of the CoE. There will be no change to the CoE on PRISMS** – the overseas student will still be listed as studying. However, the notice of deferment or suspension will be recorded in PRISMS.

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2. OCT notifies the Department of Education through PRISMS that they are deferring or suspending an overseas student's enrolment for a period **which will affect the end date of the CoE. PRISMS will cancel the original CoE and immediately offer the registered provider the opportunity to create a new CoE** with a more appropriate end date. If the registered provider does not know when the overseas student will return, it can choose not to create a new CoE at that point, but to wait until the overseas student has notified the registered provider of the intended date of return before creating a new CoE.
3. OCT notifies the Department of Education through PRISMS that it wishes to **permanently cancel (terminate)** the overseas student's enrolment. Once this process is complete, the overseas student's CoE status will be listed as 'cancelled'. If the overseas student is under the age of 18, the cancellation of a CoE does not cancel a Confirmation of Appropriate Accommodation and Welfare (CAAW), and the registered provider is still responsible for welfare arrangements until one of the conditions of Standard 5.6 are met.

Regardless of the reason, if an overseas student's enrolment is deferred or suspended the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.

OCT will use the Student Course Variation (SCV) Report Options Quick Reference Guide when recording any variations in PRISMS.

6. Managing non-commencement of studies

A. Monitoring of Approved CoEs

Fortnightly, OCT will generate and review a report of Confirmation of Enrolments (CoEs) that have been marked as 'Visa Granted' with an upcoming expected commencement date within the next two weeks.

All students listed in the report will be contacted with detailed information regarding orientation: the schedule, necessary preparations, what documents to bring, and any other pertinent information to ensure a smooth start to their studies.

Students will be reminded of their obligation to commence their studies on the specified start date. They will be informed that they must do so with an approved deferral to avoid the cancellation of their enrolment and subsequent reporting to the Department of Home Affairs (DHA) unless they choose to appeal the decision.

Immediate attention will be given to any enquiries from these students regarding transfers, suspensions, or withdrawals, ensuring responses are in line with OCT's policies and procedures.

B. Notification of Non-Attendance

In cases where a student fails to attend as expected, OCT will issue a Notice of Intention to Cancel Enrolment Letter. This letter will outline the student's rights to access the Complaints and Appeals Policy and Procedure to contest the intended cancellation.

The case will be recorded on the Deferral, Suspension, or Cancellation Register, with updates made throughout the process. The updated register will be forwarded to the CEO for review and further action.

If, after 20 working days (and before 31 days for students over 18), there is no ongoing or granted internal appeal, a Student Course Variation (SCV) will be logged in PRISMS under 'Non-commencement of studies'.

A Student Default will also be recorded against the CoE in PRISMS as per the guidelines set out in the PRISMS user guide.

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Privacy Notice

At OCT, safeguarding your personal information is our priority. We adhere to the guidelines outlined in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001, and relevant state privacy laws.

Why we collect your personal information?

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

All information sections in this form are mandatory unless otherwise stated. If you fail to complete this form in full and do not provide all details, your application for enrolment may be rejected.

How we use your personal information?

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information?

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How NCVER and other bodies handle your personal information?

NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, state and territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact OCT using the contact details listed below.

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DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

For further information about Unique Student Identifiers, including access, correction and complaints, go to <https://www.usi.gov.au/documents/privacy-notice>.

Surveys

You may receive a student survey which may be run by a government department or an NCVET employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact OCT to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

Phone number: Click or tap here to enter text.

Email: Click or tap here to enter text.

Disclosing information about accepted students

OCT is required to disclose information about you to government agencies of the Commonwealth or of the State (including but not limited to Department of Education and Department of Home Affairs), Commonwealth Ombudsman, TPS Director, ASQA etc to promote compliance with the ESOS Act, the National Code and the Standards for Registered Training Organisations, assist with the regulation of providers, promoting compliance with your student visa requirements in particular or student visas in general, facilitating the monitoring or control of immigration or as required by law to do so.

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Fees, Charges and Refunds

1. Purpose

The purpose of this policy and procedure is to establish clear guidelines and consistent practices for administering and protecting all fees, charges, and refunds for overseas students of OCT, ensuring fairness, transparency, and compliance. It outlines the types of fees and charges associated with studying at OCT, methods of fee collection, payment terms, penalties for non-payment, and refund provisions and calculations.

2. Scope

This policy and its procedures apply and extend to all applicable fees, charges and refunds administered by OCT for overseas VET students. It covers all staff involved in managing student fees and refunds and applies to all prospective and enrolled overseas VET students. (Domestic student fees and refunds are managed under the Fees and Refunds (Domestic Students) policy and procedures)

3. Definitions

Term	Definition
Accepted student	of a registered provider means a student (whether within or outside Australia): (a) who is accepted for enrolment, or enrolled, in a course provided by the provider; and (b) who is, or will be, required to hold a student visa to undertake or continue the course.
AQF certification documentation	means the set of official documents which confirm that an AQF qualification or VET statement of attainment has been issued to an individual by a registered training organisation or any other entity authorised to do so.
course fees	the course fees for a course is the sum of: (a) the tuition fees received by the provider in respect of the student; and (b) the non-tuition fees (if any) received by the provider in respect of the student.



Term	Definition
credit transfer	means the process of recognising and awarding credit for prior successful completion of an equivalent unit of competency or module.
Overseas student	means a person (whether within or outside Australia) who holds a student visa.
prepaid fee	means any fee relating to the delivery of services paid to a registered training organisation by, or on behalf of an individual prior to the services to which the fee relates being delivered by the organisation.
PRISMS	stands for Provider Registration and International Student Management System.
recognition of prior learning	means an assessment process that involves assessment of an individual's relevant prior learning and experience (including skills and knowledge obtained through formal and informal learning) to determine the extent to which the individual meets requirements specified in the training product.
services	<p>training and assessment;</p> <p>training support services (but excludes counselling, mediation, and information and communication technology services); and</p> <p>any activities related to the recruitment of VET students including marketing, enrolment, induction, or the collection of fees.</p>
Weekly tuition fee	<p>the weekly tuition fee in relation to a course provided or to be provided by a registered provider to a student means the tuition fee calculated as follows:</p> $\text{weekly tuition fee} = \frac{\text{total tuition fees for the course}}{\text{number of calendar days in the course}} \times 7$
Weks in default period	<p>The weeks in default period mean the number of weeks in relation to a course:</p> <p>(a) During which a registered provider or a student defaulted; and</p> <p>(b) for which the provider received payment of tuition fees in respect of the student;</p> <p>and calculated as follows:</p>



Term	Definition
	$\text{weeks in default period} = \frac{\text{number of calendar days from the default day to the end of the period to which the payment relates}}{7}$
SRTOs	Standards for RTOs means the standards made under subsection 185(1) of the National Vocational Education and Training Regulator Act 2011.

4. Policy Statement

OCT is committed to ensuring that students make informed decisions and are fully aware of their financial obligations prior to enrolment, in accordance with the Standards for RTOs 2025 and Australian consumer protection laws. Students are provided clear and accurate fee information before enrolment or acceptance of an offer via the Letter of Offer and Student Agreement, course brochures, Student Handbook, and orientation materials.

Through the implementation of this policy, OCT ensures:

- accurate information about fees, charges and refunds is provided to students prior to course enrolment by publishing it in relevant information sources such as the Student Agreement, course brochures and the Student Handbook, including payment terms and conditions, any applicable refund policies and the availability of any relevant government training entitlements and subsidies. This ensures that students have access to sufficient information enabling them to make an informed decision on their financial commitment to undertake a course/s with OCT.
- detailed fee information is provided to the students prior to enrolment. The Student Agreement clearly outlines:
 - total course fees, including any tuition and non-tuition fees
 - the payment options and due dates, e.g. if the student is required to pay term fees in advance or if they can enter a payment plan (must include the terms of the plan and frequency of the payments)
 - this fees and refunds policy and procedures
 - any other charges a student may incur when undertaking the course
 - that it does not require students to pay more than 50 per cent of their tuition fees before they start the course under the ESOS Act. However, students or the person responsible for paying their tuition fees may choose to pay more than 50 per cent of their tuition fees before they start their course and express their wish to do so in writing.
 - It retains receipts of all tuition and non-tuition fees for two (2) years after the overseas student ceases to be an accepted student at OCT.

- A copy of all Letters of Offers, including the Written Agreement outlining the student fees and charges, is securely stored.
- all fees and charges by OCT are fair and reasonable.
- it does not guarantee or claim that students will be able to successfully complete their enrolled course, regardless of whether their total fees have been paid or not.
- it provides thirty (30) days' notice in writing to a student where, under special circumstances and prior to the student's enrolment, OCT made changes to the student's course fees. We will require an acknowledgement from each student prior to any course fee changes in writing. A copy of this acknowledgement will be retained in the student's file. Where a student does not agree with the revised fee structure and payment arrangements, we will allow the student to receive a full refund of all unspent tuition fees.
- The letter of offer and student agreement are signed and received from students prior to invoicing a student and accepting any fees. This can happen concurrently. Where payment is inadvertently received prior to the arrival/receipt of the course acceptance, the receiving staff member must notify the overseas student and/or the education agent and advise them in writing that the enrolment cannot be processed until such time as the course acceptance is received.

5. Fees and other charges

OCT charges students various fees as applicable.

- **Total Course Fees:** The total amount payable for the course, comprising tuition fees plus any non-tuition fees and other charges. This total is listed on the Student Agreement and includes all mandatory fees and charges for services.
- **Tuition Fees:** Fees charged for the delivery of training and assessment services. It includes fees for lectures, tutorials, tutoring sessions, training, excursions, fieldwork, laboratories, or practical experience that form part of the student's course (whether mandatory or not) or are intended to assist the student to progress in their course or are matters ancillary² to the activities that form part of the student's course listed previously (example mandatory textbooks).
- **Re-assessment Fees:** OCT may permit up to three attempts at an assessment for each unit without additional charge. If a student exhausts the allowable attempts and requires re-enrolment in a unit or additional training/assessment, additional tuition fees may apply for the re-enrolment or extra support. Any such fees will be communicated in advance and are charged at a rate proportional to the unit cost.
- **Non-Tuition Fees:** Fees and charges that do not relate to the provision of training and assessment. These are usually non-refundable, as the fees are only charged when the

² An ancillary matter is best understood as anything required to support the primary activity of providing training and assessment. Any costs associated with RPL and CT are also considered a part of the tuition fees.

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service or materials are provided to the student. Exceptional circumstances may apply and will be dealt with at the fair and reasonable discretion of the CEO.

Non-tuition fees include books and materials that are not mandatory and do not contribute to the completion of the course, application fees, late payment fees, credit card surcharges, and replacement fees for textbooks and materials or textbooks that are not mandatory or required for course completion.

- **RPL Application Fee:** Students applying for Recognition of Prior Learning (RPL) will be charged per unit of competency. The fee will equal that for the provision of the training of such a unit of competency and will vary according to each qualification. An initial non-refundable RPL application fee of \$500 will be charged to assess the student's suitability for RPL.
- **Other Fees and charges** (applicable non-tuition fees and charges to the specific circumstances listed below):
- **Overseas Student Health Cover (OSHC):** It is a condition of overseas Student Visas that the Australian Government requires the student to have Overseas Student Health Cover for the duration of their time in Australia. This insurance must provide medical and hospital cover and must include family members such as spouses and children. OCT requires students to arrange their own OSHC. Students will not be able to obtain a valid Student Visa if they do not have proof of OSHC. Please refer to Overseas Students Visa Requirements for further information in regard to appropriate Health Insurance Cover. OCT will not charge students for OSHC as students are responsible for arranging their own OSHC.
- **Other Fees and charges** (applicable non-tuition fees and charges to the specific circumstances listed below):

Item	Description	AUD\$
Enrolment Fee	This is applicable to all Overseas Students applying for enrolment with OCT. The application will not be processed until the fee has been received. This is a non-refundable fee of \$500.	\$500
Student ID Card Replacement	Your first ID card is issued for free. A replacement cost will apply for Student ID cards.	\$30
Re-issuing of AQF certification documentation	You will be provided with a free copy of your AQF certification documentation. You will be charged an administration fee if you require a replacement.	\$75
Re-issuing of ELICOS certification documentation	You will be provided with a free copy of your ELICOS certification documentation. You will be charged an administration fee if you require a replacement.	\$75



Item	Description	AUD\$
Replacement textbooks	The first copy of required textbooks and learning materials is included in the materials and equipment fee. The cost may vary as per the actual price of the textbook/s at the time of purchase.	As applicable at the time of order
Recognition of Prior Learning (RPL) application fee	Non-refundable application fee.	\$500
Toolkit replacement	Body repair tool kit	\$165
	Apprentice toolbox	\$340
Course deferral	If you request a change in your commencement date/ defer your course due to reasons other than a delay in visa processing or compassionate and compelling circumstances, you will be charged a non-refundable fee.	\$250
Late payment of fees	If you fail to pay your tuition fees by the due date in accordance with the payment schedule provided in this agreement without an approved extension from OCT, you will be charged a late payment fee.	\$150
	Debt recovery charges where long standing debts may be referred to a debt collection agency	Upto 40% of the debt
Missed theory assessment	You may be charged a fee if you do not attend theory assessment days, which may include a written assessment/a knowledge assessment/worksheets. OCT will have to organise an assessor and a classroom on a different day outside of your ongoing timetable for you to complete this assessment. The fee may be waived under compassionate and compelling circumstances. Complete the reassessment request form and submit it along with any evidence of your circumstances.	\$30 per hour
Missed practical assessment	You will be charged a fee if you do not attend the practical assessment days. OCT will have to organise an assessor and a simulated environment on a different day outside of your ongoing timetable for you to complete this assessment. The fee may be waived under compassionate and compelling circumstances. Complete the reassessment request form and submit it along with any evidence of your circumstances, such as a medical certificate.	\$50 per hour



Item	Description	AUD\$
Mechanic shirt replacement	OCT provides a set of two (2) shirts as part of your materials and equipment fees, which are required for all practical classes. If you require a replacement of these shirts, you can request this from student support. The replacement fee must be paid prior to the placement of the order. For trousers and overalls, you can purchase them directly from any Totally Workwear outlets.	\$50 per shirt
Printing charges	OCT will provide you with a copy of all handouts, learner guides, and assessments as part of your materials and equipment fees. If you require additional copies, you may request student support to provide you with additional copies, but you may be required to pay the applicable printing charges.	\$0.5 per page
Replacement vocational placement logbook	The cost to replace a vocational placement booklet for any qualification.	\$20
Course change	The cost to change enrollment to transfer to a different course of study.	\$250

5.1. Collection of fees

- **Payment methods:** Acceptable payment methods include electronic bank transfer, EFTPOS, credit card (note: credit card payments may incur a small surcharge), or cash payments in person. OCT bank account details are provided on invoices for direct deposits (students should include their student ID or name as a reference on payments).
- **Payment Schedules:** Students must pay all fees according to the schedule stated in their Statement of Fees/Tax Invoice (as outlined in the Student Agreement). Payment due dates and amounts will be clearly stated. If a payment plan is in place, the student must adhere to the instalment amounts and dates agreed upon. Failure to pay fees as agreed may result in suspension of training or other penalties (see Late Fees and Non-Payment below).
- **Invoice and Receipt Procedure:** OCT will issue invoices at least 14 days before each fee due date (except for upfront payments on enrolment, which are invoiced at the time of enrolment). Invoices detail the fee components and due date. When a student (or their payer) makes a payment, OCT issues a receipt and records the payment. Students are encouraged to keep copies of all fee receipts. OCT retains receipts and transaction records for at least two (2) years after the student's completion or withdrawal, and in accordance with financial record-keeping requirements.



- **Material and Equipment fees:** If a course has a specified materials or equipment fee, that amount is generally due before course commencement, typically by the induction/orientation day, so that course materials, tools, or uniforms can be issued to the student on Day 1. This will be indicated in the payment schedule.

5.2. Late and non-payment of fees

OCT expects students to honour their fee commitments on time. If fees become overdue, the following steps and consequences will apply:

- **Reminder and Warning:** If a payment is not received by the due date, OCT will contact the student with a friendly reminder. If the payment is more than 7 days overdue, a formal warning letter (First Warning for Overdue Fees) will be emailed to the student. This notice will remind the student of the outstanding amount and request immediate payment or contact to discuss arrangements. It will also outline potential consequences of non-payment.
- **Late Payment Fee:** Once fees are 7 days past due, a flat late payment fee of \$150 will be applied to the student's account (as per the fee schedule above). This fee is to cover additional administrative costs of following up on overdue payments. The student will be informed of this charge in the warning letter.
- **Second Notice / Payment Plan Offer:** If payment has not been made within 7 days after the warning letter, OCT will issue a Notice of Intention to Suspend Training due to non-payment. This notice (sent via email and/or post) will give the student 14 days to either pay the outstanding amount in full or arrange an approved payment plan with OCT. The student is strongly encouraged to contact Student Administration to discuss any financial hardships or to negotiate a revised payment schedule at this stage.
- **Suspension of Services:** If the student fails to respond or make suitable arrangements within the 14-day period, OCT reserves the right to suspend the student's enrolment. A suspension means the student may be temporarily prevented from attending classes or accessing training until fees are brought up to date. OCT may also withhold training services, assessment results, or access to facilities and resources during suspension. The student will be notified in writing of the suspension.
- **Withholding Certification:** OCT will not issue AQF certification documentation to any student who has outstanding fees owed. All course fees must be paid (or any agreed payment plan fulfilled) as a condition of receiving AQF certification documentation.
- **Withdrawal and Debt Recovery:** If fees remain unpaid for an extended period (e.g. >30 days overdue) and the student has not made contact to resolve the issue, OCT may cancel the student's enrolment for non-payment. In such cases, the student will be notified of the cancellation in writing. OCT may then engage a professional debt collection agency to recover the unpaid fees. Additional costs incurred by engaging debt collectors (up to 40% of the debt value) will be added to the student's account, as noted in the fee schedule. The student will be liable for these additional costs. Non-payment may also affect the student's ability to enrol in future courses with OCT or result in legal action to recover the debt.

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Throughout this process, OCT will make reasonable efforts to support students facing genuine financial hardship. Students are encouraged to communicate proactively with Student Support or Administration if they anticipate difficulty in paying a fee instalment. In some cases, alternative payment arrangements or fee extensions may be granted at OCT's discretion to avoid disruption to studies. However, persistent or deliberate non-payment will be handled as above.

6. Refunds

The refund policy outlines OCT's procedures for assessing and approving a refund for an overseas student in accordance with the requirements of the National Code, ESOS Act and the SRTOs.

This policy includes provisions for refunds related to fees charged by OCT. Refunds for accommodation services (where relevant), airport pickup (where relevant), OSHC etc. should be referred to the relevant Services Provider. Note: OCT does not arrange accommodation, airport pickup or OSHC for overseas students.

This policy applies to all intending, commencing and continuing overseas students. As soon as an overseas student accepts a place offered by OCT in the Letter of Offer and Written Agreement and pays the associated fees, a binding contract is created between the student and OCT.

All Overseas Students who apply for a refund under this policy are afforded the principles of natural justice, including the ability to lodge a complaint or appeal against any decision relevant to an application for a refund request. The rights as a consumer, including but not limited to, any statutory cooling-off period if applicable. All agreements have a 48-hour cooling-off period. Agreements cancelled within this period receive a full refund of any initial tuition fees paid.

This policy and the availability of OCT's Complaints and Appeals processes do not remove the right of any student to take action under Australia's Consumer Protection Laws, where Australian Consumer Law applies. However, if you have a complaint about OCT and the refund process, we recommend you talk to us or use our internal complaints and appeals mechanism in the first instance.

Records of any refund assessments and issuance of refunds will be securely retained on the student's file and in OCT's accounting system.

6.1. Application and processing

All students seeking a refund for any purpose must complete the Refund Application Form and supply any supporting evidence as required. It should be noted that making an application for a cancellation or withdrawal of enrolment is not an indicator that you are also seeking a refund. A Refund Application Form must be completed if you are also seeking a refund as a result of cancellation or withdrawal. Students who are withdrawing from the course enrolment must complete the Withdrawal Form; just completing the Refund Application Form will render them ineligible for a refund.

These forms can be delivered in person to student administration, sent to OCT via email listed below or alternatively, delivered by post to:

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Oceania College of Technology - BRISBANE HEAD OFFICE

110 Beatty Road,

Archerfield QLD 4108

Postal address: PO Box 245, Mansfield QLD 4122

Email: admin@oct.edu.au

The student should attach any relevant evidence to support their reason for withdrawal or refund (if applicable). For example, if citing medical reasons, include a medical certificate; if citing employment change, include an employer letter, etc. Providing evidence helps OCT assess if any compassionate or special consideration refund may be warranted.

Upon receipt of the Refund Application, we will verify the student's enrolment status, payments made and any outstanding fees. Refund eligibility will be checked against this policy and the specific terms in the Student Agreement.

Some fees are non-refundable by nature. OCT will generally not refund:

- Enrolment administration fees or application fees once a place has been confirmed (unless the course is cancelled by OCT).
- Resource or materials fees for items already provided to the student (e.g. if textbooks or tools were issued, their cost may be deducted, unless the items are returned unused).
- Fees for services already rendered or units already completed. If training has been delivered or an assessment conducted for part of a course, that portion of tuition is considered earned and will not be refunded.
- Outstanding balances: If the student has any unpaid fees or fines, these will be deducted from any refund amount. A refund will not be paid if there are still fees owed; instead, any refund entitlement may be offset against the debt.
- Compliance with Complaints/Appeals: If the student's reason for refund is related to a complaint or appeal that is in progress, OCT may delay the refund decision until that process is resolved (to ensure the outcome of the complaint is considered).

The refund application and supporting documents will be reviewed by the Campus Manager, and a recommendation made to the CEO (or delegate) for approval. The assessment will consider the timing of withdrawal (e.g. cooling-off period, before or after course start), the reason for withdrawal (e.g. special circumstances), and this policy's provisions (see next section for specific refund entitlements). Under excruciating circumstances, the CEO, at their discretion, may choose to give students a refund even if other terms of the refund policy are not met. The CEO will personally examine all circumstances in relation to each case under such instances.

The student will be notified in writing of the outcome of their refund request within 21 days of OCT receiving the complete application. If approved, the notification will include a Statement of Refund Calculation explaining how the refund amount was determined (i.e. which fees are being refunded and any deductions). If declined, the notification will state the reasons for refusal and advise the student of their right to appeal the decision.

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Approved refunds will be paid to the same person from whom the original payment was received, except in cases of documented consent or legal requirement. Refunds are normally processed via electronic funds transfer (EFT) to the bank account nominated in the Refund Application Form. The recipient's name must match the student's name, unless the student has authorised payment to a third party in writing. (If a student is incapacitated, refunds may be paid to a nominee or an executor of the estate as legally appropriate.) OCT will not pay out refunds in cash. Under no circumstances will a student's Refund be paid to a third party without the student's written consent, and that consent is written in the English language.

Once approved, refunds will be processed promptly. OCT aims to finalise all refund payments within 7 days of approval (and within 4 weeks of receiving the application). Delays, if any, will be communicated to the student.

The student agrees to repay OCT (on demand) any payments credited to the refund in error. OCT reserves the right to offset the amount of any overpayment made in error against any liability (including any future debt) owing to < The RTO> by the refund.

Refunds will be made in Australian Dollars (AUD) to a bank account. Students should be aware that foreign exchange fluctuations and bank wiring fees may affect the final amount received if sent overseas. OCT will not be responsible for any third-party bank charges or exchange rate differences – the refunded amount will be the AUD amount due, and any conversion or receipt fees are borne by the beneficiary.

6.2. Refunds after the student defaults

An overseas student or an intending overseas student defaults in relation to a course at a location, if:

- the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn) for reasons other than a provider default; or
- the student withdraws from the course at the location (either before or after the agreed starting day); or
- OCT refuses to provide, or continue providing, the course to the student at the location because of one or more of the following events:
 - the student failed to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course;
 - the student breached a condition of his or her student visa;
 - misbehaviour by the student. OCT will accord the student natural justice before refusing to provide, or continue providing, the course to the student at the location.

Where a student defaults for any of the reasons below, OCT will record the default in PRISMS within four (4) weeks of the day of default:

- A student has been granted a refund in accordance with this policy.

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- A student has been granted a refund due to a non-compliant written agreement.
- The student has defaulted due to Visa refusal for one or more of the following acts or omissions by the student that directly or indirectly caused the student to default in relation to the course at the location:
 - the student's failure to start the course at the location on the agreed starting day;
 - the student's withdrawal from the course at that location;
 - the student's failure to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course at that location.

In all cases of student default, students will have access to OCT's Complaints and Appeals Policy. The following conditions and refund provision apply to cases where a student default has been determined.

6.2.1. Student Visa Refusal

Where an application for a Student Visa is refused, the Department of Home Affairs (DHA) processing office will issue a letter to confirm that the Student Visa application has been refused. A copy of this letter must be provided to OCT as evidence of Visa refusal and in order for the student to obtain a refund in accordance with this policy. Where the refusal letter is not provided, the refund will be calculated as per a student's withdrawal in accordance with the refund provisions in the next section.

Reasons and circumstances for refunds	Calculation of refund and cancellation fees
Student fails to start a course due to visa refusal The student was refused a student visa, and the refusal caused the student to fail to start the course at the location on the agreed day.	The amount of a refund is the amount of the course fees paid by the student, minus the lesser of the following amounts: <ul style="list-style-type: none"> • 5% of the amount of the course fees received by the provider in respect of the student before the default day, or • \$500.³
Student visa was refused for one or more of the acts or omissions by the student that directly or indirectly caused the student's default: <ul style="list-style-type: none"> • the student's failure to start the course at the location on the agreed starting day; 	If the student was refused a student visa and the refusal caused the student to withdraw from the course at that location, or fail to pay an amount that they were liable to pay the provider to undertake the course, the amount of a refund is calculated as follows:

³ Education Services for Overseas Students (Calculation of Refund) Instrument 2024 (Cth) s 10(2).



<ul style="list-style-type: none"> the student's withdrawal from the course at that location; the student's failure to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course at that location. 	<p><i>Refund amount = weekly tuition fee x weeks in the default period⁴</i></p>
<p>Student visa was refused after the course commencement</p>	<p>Pro-rated tuition fee refund minus the lesser of the following amounts:</p> <ul style="list-style-type: none"> 5% of the amount of the course fees received by the provider in respect of the student before the default day, or \$500

⁴ Ibid s 10(4).



6.2.2. Other refund provisions

Reasons and circumstances for refunds	Calculation of refund and cancellation fees
Withdraws from the course at the specified location more than 12 weeks before the expected commencement date.	Full tuition fees refund, less a maximum of 10% or \$1,000, whichever is the lesser, for administrative expenses.
Withdraws from the course at the specified location more than 4 weeks but less than 12 weeks before the expected commencement date.	75% of tuition fees paid, less a maximum of 10% or \$1,000, whichever is the lesser, for administrative expenses.
Withdraws from the course at the specified location less than 4 weeks before the expected commencement date.	50% of tuition fees paid, less a maximum of 10% or \$1,000, whichever is the lesser, for administrative expenses.
The student withdraws from the course at the specified location up to 4 weeks before the expected commencement date and: <ul style="list-style-type: none"> this is not due to Visa Refusal. the written agreement is compliant. 	50% refund of tuition fees paid, less a maximum of 10% or \$1,000, whichever is the lesser, for administrative expenses.
Letter of Offer rescinded by OCT due to a student's failure to provide the documents required for course commencement as stated in the conditional letter of offer.	Full tuition fees refund, less a maximum of 10% or \$1,000, whichever is the lesser, for administrative expenses.
Student withdrawal after course commencement	<p>No refund for current or previous study periods.</p> <p>Full tuition fee refund of prepaid fees that relate to future study periods, less a maximum of 10% or \$1,000, whichever is the lesser, for administrative expenses.</p>
Non-commencement: student does not commence the course at the specified location on the agreed starting date and has not withdrawn, deferred or had their request for an alternative start date approved by OCT and: <ul style="list-style-type: none"> this is not due to OCT cancelling or postponing the course. 	<p>No refund for current or previous study periods.</p> <p>Full tuition fee refund of prepaid fees that relate to future study periods, less a maximum of 10% or \$1,000, whichever is the lesser, for administrative expenses.</p>



Reasons and circumstances for refunds	Calculation of refund and cancellation fees
<ul style="list-style-type: none"> this is not due to Visa Refusal. the written agreement is compliant. 	
If a student has supplied incorrect or incomplete information or fraudulent documents, and as a result, OCT withdraws the offer prior to commencement of the course.	No refund.
If the student receives credit for units within a course for which they have already paid and not undertaken with the RTO.	<p>Calculated on a pro-rata basis i.e. the total course fees divided by the number of units.</p> <p>The student will receive a refund for the number of units for which they have received credit for with consideration for any relevant courses that have been undertaken.</p>
If a student cannot complete or commence a course because of illness, disability or where there is death of a close family member of the student (parent, sibling, spouse or child).	Full refund of all unspent tuition fees may be offered at the discretion of the CEO after assessment. Otherwise, standard withdrawal provisions will apply as stated above.
If a student cannot complete or commence a course because of other special or extenuating including political, civil or natural events.	Full refund of all unspent tuition fees may be offered at the discretion of the CEO after assessment. Otherwise, standard withdrawal provisions will apply as stated above.
<p>Note:</p> <p>If a student withdraws or cancels due to compassionate or compelling reasons, OCT encourages the student to provide sufficient evidence in their application and attach evidence from a third party.</p> <p>Students who have not prepaid fees when entering a course with OCT and are not financially stable at the time of cancellation need to consider the following:</p> <ul style="list-style-type: none"> A cancellation fee applies as listed in the Refund Provisions table below. If any fees are outstanding or overdue, these fees must be paid to us and will be considered as a debt owing to OCT which may be subject to recovery. OCT reserves the right to engage a debt collection agency to collect outstanding fees. 	



6.3. Provider defaults

A registered provider defaults⁵, in relation to an overseas student or intending overseas student and a course at a location, if:

(a) either of the following occurs:

- (i) the provider fails to start to provide the course to the student at the location on the agreed starting day;
- (ii) the course ceases to be provided to the student at the location at any time after it starts but before it is completed; and

(b) the student has not withdrawn before the default day.

(c) a registered provider defaults if the provider is prevented from providing a course at a location because a sanction has been imposed on the provider.

6.3.1. Provide default obligations

Where the provider default applies in relation to one or more overseas students or intending overseas students and a course at a location, OCT will give notices in accordance with section 46B.⁶

We will notify, in writing, the ESOS agency and the TPS Director of the default within three (3) business days of the default occurring. ASQA is the ESOS agency for all National VET Regulator (NVR) registered training organisations (within the meaning of the *National Vocational Education and Training Regulatory Act 2011*) in all states and territories.

The written notice will include the following:

- a) the circumstances of the default;
- b) the details of the students in relation to whom we have defaulted;
- c) advice as to:
 - a. whether OCT intends to discharge its obligations to those students; and
 - b. (if appropriate) how OCT intends to discharge those obligations.

In the unlikely event that OCT defaults, < The RTO> will notify the student/s in writing in relation to whom we have defaulted. We will discharge our duties to an overseas student within fourteen (14) days after the default day.

OCT will discharge its duty to students by performing either of the following:

- Arranging for the student to be offered a place in an alternative course at our expense. Students will have the choice to accept the alternative course in writing. or
- Refund all unspent prepaid tuition fees to the student.

⁵ Ibid s 46A(1)-(2).

⁶ Ibid.

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The student reserves the right to accept either the refund amount or a place in another course.

The following criteria will be applied in considering whether a particular course is a suitable alternative course are:

- a) whether the course is offered by a person who:
 - a. is registered under the ESOS Act to provide that particular course at the location in which that course is provided; or
 - b. provides that course in accordance with an arrangement that the person has with a registered provider for that particular course for the particular location;
- b) whether the course is of a similar level of education and field of education as the course to which the default relates;
- c) geographical location; and
- d) acceptability to the student.

The refund amount will be calculated as:

Refund amount = weekly tuition fee x weeks in the default period

Where the provider default applies in relation to one or more overseas students or intending overseas students and a course at a location, OCT will give notices in accordance with section 46F⁷ to notify of the outcome of the discharge of obligations.

We will notify, in writing, ASQA and the TPS Director of the default within seven (7) days after the end of the provider obligation period.

The written notice will include the following:

- a) whether OCT discharged its obligations to the students in accordance with section 46D;
- b) if OCT arranged alternative courses:
 - a. details of the students the provider arranged alternative courses for; and
 - b. details of the courses arranged; and
 - c. evidence of each student's acceptance of an offer of a place in an alternative course;
- c) if OCT provided refunds:
 - a. details of the students the provider provided refunds to,
 - b. details of the amounts of the refunds provided,
 - c. the date that the refund was paid by the provider to the student,
 - d. confirmation that the refund amount was calculated in accordance with subsection 47E(4) of the ESOS Act, and
 - e. the date when the student default occurred.

⁷ Ibid.



If OCT fails to meet its obligations to a student, the notice will provide the reason why it has not done so.

The written notices will be given by entering the required information into the relevant fields in PRISMS.

Finally, if OCT cannot discharge its obligations to students, the TPS will attempt to place the student in a suitable alternative course or, if this is not possible, students will be eligible for a refund as calculated by the TPS.

Where the student accepts a refund of unexpended prepaid tuition fees from the Tuition Protection Service (TPS), they will be required to comply with all relevant immigration requirements and should note that this may have an impact on their Student Visa.

7. Protection of fees paid in advance

OCT implements the following to protect any fees paid in advance by overseas students.

- OCT pays into the Tuition Protection Scheme (TPS), an Australian Government Initiative. Read more about TPS in the next section.
- OCT does not require students to pay more than 50 per cent of their tuition fees before they start the course under Section 27 of the ESOS Act 2000. However, students or the person responsible for paying their tuition fees may choose to pay more than 50 per cent of their tuition fees before they start their course and express their wish to do so in writing. Where a course has a duration of 25 weeks or less, OCT may receive more than 50% of the total tuition fees for a course before the student has begun the course.
- All pre-paid tuition fees paid by the students who are yet to commence their course are protected and handled in accordance with Sections 27 to 32 of the ESOS Act 2000 by ensuring the following:
 - is deposited and held in a secure, separate bank account that meets the requirements of sections 28 and 29 of the ESOS Act. The tuition fees paid by the student can be drawn once the student commences their course. OCT will refer to this account as the trust account, which is an account that is different from the day-to-day operational account of OCT.
 - a healthy balance will be maintained in this trust account that is sufficient to repay all tuition fees to every overseas student or intending overseas student for courses that have not yet commenced.
- OCT will only draw money from the trust account under the following additional circumstances:
 - refund a relevant student when a provider defaults
 - refund a relevant student when that relevant student defaults, as per a written agreement

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- refund a relevant student, as per a student agreement, but where the agreement was not signed
- refund a relevant student who has had their visa refused
- pay for an alternative course when a provider defaults, and they have made arrangements for a relevant student to study at a different institution
- to pay a Tuition Protection Service (TPS) Director, where that Director has refunded a relevant student.

8. Tuition Protection Service

In accordance with the ESOS Act, OCT ensures the security of student fees through membership to the Australian Government's Tuition Protections Service (TPS), which is a placement and refund service for overseas students. The TPS is similar to an insurance cover that aims to place students in an alternative course and offer a pro-rata refund on unused portions of their tuition fees.

In the unlikely event of OCT default, then all unspent prepaid tuition fees to date will be refunded to the student within fourteen (14) days of the default day. Other associated fees may be refunded. Alternatively, the refund may be offered enrolment in an alternative course (this course may or may not be with an alternative provider) at no extra cost, with any unspent tuition fees transferred to the new course and, where relevant, the new provider. The student reserves the right to accept either the refund amount or a place in another course.

Where the student accepts a refund of unexpended prepaid tuition fees from the TPS, they will be required to comply with all relevant immigration requirements and should note that this may have an impact on their Student Visa.

Finally, if OCT cannot place the student in a suitable alternative course and is unable to offer a refund of unspent tuition fees, the Tuition Protection Service (TPS) will attempt to place the student in a suitable alternative course or, if this is not possible, Students will be eligible for a refund as calculated by the TPS. If OCT is not in a position to refund the unexpended prepaid tuition fees, OCT will notify the TPS Director within three (3) business days of the default or intention to default. At this time, OCT will have fourteen (14) days to satisfy its tuition protection obligations to current students. Subsequent to the fourteen (14) days lapsing, OCT will have a further seven (7) days to advise the TPS Director of the final outcome.

The following is some helpful information about the TPS:

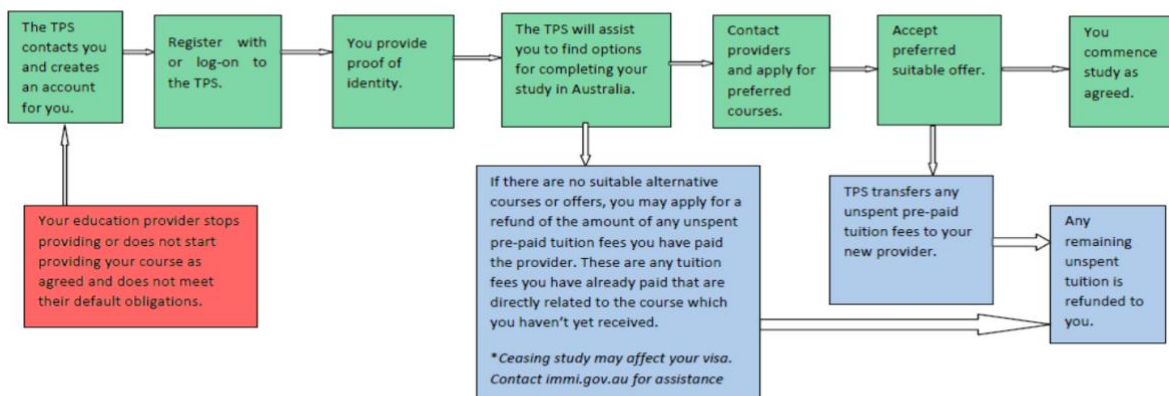
TPS Student Brochure: <https://tps.gov.au/StaticContent/GetDocument/ecfaf9ec-4b40-4947-95dc-20b760b90779>

Students can obtain further information about how the Tuition Protection Service (TPS) can help them when education providers are unable to deliver their course of study at: <https://www.education.gov.au/tps/international-students>

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The TPS overview – how does it work for international students?



Note: The above flow diagram is for guidance purposes only. To the extent that the diagram is inconsistent with the *Education Services for Overseas Students Act (the ESOS Act) 2000* the ESOS Act prevails. Providers should not rely on this diagram alone and must read the requirements in the ESOS Act.

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If you have any questions about the above process or would like a copy of the instructions sent to you via email, please contact a member of the TPS Support Team:

Email – support@tps.gov.au

Phone - 1300 131 798

For further information about the Tuition Protection Service, please visit the Tuition Protection Service website at tps.gov.au.

⁸ Department of Education, Student Information Handout (15 September 2022)
<https://www.education.gov.au/tps/resources/student-information-handout>.

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Complaints and Appeals

1. Purpose

The purpose of this policy and procedure is to establish clear guidelines and consistent practices for handling feedback, complaints and appeals about OCT, its staff and contractors and any third parties engaged by OCT.

The purpose of this policy is to ensure that OCT has transparent and efficient processes of allowing, responding to and resolving feedback, complaints, grievances and appeals in a fair and confidential manner.

2. Scope

This policy and its procedures apply to all OCT staff, students, contractors, third-party providers, and other relevant stakeholders. All education agents or third-party providers delivering services on behalf of OCT are required to adhere to these complaint and appeal procedures and must promptly report any feedback, complaint, or appeal received to OCT management. This ensures OCT maintains oversight of all issues, even those arising at third-party providers, and that such issues are handled in accordance with this policy.

3. Policy Statement

OCT is committed to a culture of openness and continuous improvement, using all feedback, complaints, and appeals as opportunities to improve the quality of its services and outcomes. OCT uses feedback, complaints, grievances and appeals as an opportunity to improve its systems, processes and practices. We encourage all VET students and stakeholders to provide feedback, both positive and constructive, through surveys, discussions, or formal processes. All VET students are encouraged and invited to provide feedback via surveys at various points of their course of study.

OCT will maintain public access to this policy using its website, the Student Handbook, Letter of Offer & Written Agreement in accordance with the Standards for RTOs 2025.

Through the implementation of this policy, OCT upholds the principles of natural justice and procedural fairness at every stage of the feedback, complaint, and appeal process. All parties will be treated fairly and without bias. OCT will respond to issues professionally, promptly, and transparently, and will maintain confidentiality throughout the process. We do not tolerate victimisation or discrimination of anyone raising a complaint or appeal. Complainants/appellants are expected to likewise treat our staff with respect; aggressive or threatening behaviour may result in appropriate action.

Importantly, OCT also encourages students to initially raise any concerns or minor issues informally with our staff (such as a Student Support Officer, Campus Manager, or the PEO) so that we can

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address problems as quickly as possible. Many issues can be resolved without needing a formal process. However, using informal avenues is optional and does not preclude a student's right to lodge a formal complaint or appeal. All feedback, whether informal or formal, is valued and will be documented and used to inform our continuous improvement efforts.

4. Types of feedback, complaints and appeals

OCT will treat all feedback, complaints, and appeals seriously, regardless of type. We will ensure that students have clear information and support on how to provide feedback or lodge a complaint/appeal, and that all matters are dealt with fairly and efficiently.

OCT may receive a range of feedback, complaints, and appeals relating to its operations. These include, but are not limited to:

- **General Feedback:** Comments or suggestions on the quality of services, facilities, course content, or any aspect of the VET student experience. This can include positive feedback, ideas for improvement, or minor issues that a student or another stakeholder, such as an employer or industry consultant, wishes to bring to our attention (e.g. a suggestion to improve scheduling, feedback on course materials, etc.). All feedback helps OCT identify what is working well and what can be improved.
- **Complaints:** Expressions of dissatisfaction with any aspect of OCT's services, personnel, or practices. Complaints can be academic (related to training delivery, assessment, academic progress, trainers/assessors, etc.) or non-academic (related to administration, customer service, facilities, bullying/harassment, financial issues, etc.). Examples include complaints about:
 - Marketing practices or incorrect/misleading information provided during enrolment.
 - The enrolment process or related administrative issues.
 - Training and assessment quality or processes (e.g. concerns about assessment requirements, availability of equipment, the support provided to students, course progress issues).
 - The quality or relevance of learning and assessment materials.
 - Conduct of OCT staff or other students (including allegations of bullying, harassment, or misconduct).
 - Operational issues such as scheduling or timetables.
 - Actions or services of education agents or other third parties representing or working on behalf of OCT.
- **Appeals:** Requests by a VET student (or applicant) to review and overturn a decision made by OCT or its staff/contractors (including third-party providers) that the student believes was incorrect or unfair. Essentially, any decision of OCT that adversely affects a student can be appealed. Common decisions that may be appealed include:

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- Refusal of admission or OCT decision on enrolment (e.g. cancellation or refusal of enrolment).
- Decisions regarding fees, refunds, or billing.
- Outcomes of a formal complaint (i.e. if a complainant is unhappy with how their complaint was resolved).
- Assessment results or academic decisions (e.g. a student believes an assessment was unfairly marked, or they were deemed not yet competent unjustly).
- Decisions to impose penalties or disciplinary actions on a student.
- Intention to Report (ITR) notices for unsatisfactory attendance, course progress, or non-payment of fees (particularly relevant to overseas students under visa requirements).
- Credit transfer or RPL (Recognition of Prior Learning) decisions.
- Any other decision by OCT or its representatives that impacts the student's status or progress.

4.1. Making a complaint or appeal

The following procedure outlines how students and other stakeholders can raise feedback, complaints, or appeals with OCT. Our process includes an option for informal resolution and a formal resolution mechanism:

4.2. Informal Process (Optional):

We encourage students to initially raise their concerns or feedback informally with an appropriate OCT staff member (for example, a Trainer/Assessor, Student Support Officer, Campus Manager, or the PEO). The staff member will:

- Discuss the issue with the student and attempt to resolve the matter promptly in an informal manner. Many issues (misunderstandings, minor requests, etc.) can be resolved through open communication at this stage.
- Even if addressed informally, the staff member will document the feedback or complaint. This may be done by logging it in the Feedback Register or notifying the Campus Manager of the issue, so that it is recorded for tracking and continuous improvement purposes. (For example, the staff member might send a brief report of the verbal complaint and outcome to management or enter it into an internal feedback log.)
- If the issue is recurring, complex, or cannot be resolved immediately, or if it represents a serious matter (such as allegations of misconduct or systemic problems), the staff member will advise the student to lodge a formal complaint. Repeated or serious issues identified

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through informal feedback will be escalated to management's attention, even if individual instances are resolved, to ensure any underlying causes are addressed.

- Bringing up a matter informally will not prejudice the student's rights to pursue a formal complaint later. The student's enrolment or standing at OCT will not be affected by raising concerns in good faith.
- If an issue is resolved informally, the staff member should record the outcome (for instance, note what solution was agreed upon or what action was taken). This helps OCT keep track of all concerns raised. All documented informal feedback and its resolutions will be periodically reviewed by management as part of our continuous improvement and self-assurance processes.

4.3. Formal Process:

If the matter cannot be resolved informally, or the student chooses to make a formal complaint/appeal without pursuing informal resolution, the following steps apply:

Timeframe:

- The student (or relevant stakeholder) should submit their formal complaint or appeal in writing as soon as possible after the issue arises or the decision is made. We recommend submitting *formal complaints within 12 months* of the incident or issue and submitting *appeals within 30 calendar days* of the original decision being appealed. Prompt lodgement helps ensure facts are fresh and the matter can be effectively investigated.
- Complaints or appeals lodged outside these timeframes may be considered at OCT's discretion, but timely submission is strongly encouraged.

How to lodge the complaint/appeal:

- Formal complaints and appeals should preferably be submitted using OCT's Feedback, Complaints and Appeals Form, which is available from our administration office or website. The completed form can be emailed or delivered to OCT head office (attention to the PEO). If a complainant is unable to use the form, a written statement via email or letter is acceptable.
- In cases where the student has difficulty writing the complaint, OCT staff will provide reasonable assistance – this may include writing down a verbal complaint on the student's behalf or a support person to help the student lodge the complaint. Multiple channels are available for lodging complaints/appeals (in person, via phone or email), and OCT will ensure support is given so that all students are able to access the complaints process
- The formal complaint or appeal submission should include as much detail as possible to enable effective investigation and resolution. Specifically, it should contain:
 - *Description of the issue/decision:* A clear description of the issue, incident, or decision being disputed. The student should detail what happened, when and where it happened, and who was involved, as well as how it has affected them. For appeals,

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the student should explain which decision they are appealing and why they believe it is wrong or unfair.

- *Supporting evidence (where possible):* Any relevant evidence or documentation that supports the complaint or appeal should be attached. This may include emails, screenshots, signed statements from witnesses, receipts, academic records, assessments, or any other material pertinent to the matter. Providing evidence can greatly assist in the investigation.
- *Steps already taken:* Information on any steps the student has already taken to resolve the issue. For example, mention if the student raised the matter informally with a trainer or administrator and what the response was. This helps OCT understand what has been tried and the context of the issue.
- *Desired outcome:* Any suggestions from the complainant/appellant on what they believe would resolve or remedy the situation. While OCT cannot guarantee the outcome will match the suggestion, it is helpful to know what the student is seeking (e.g. a re-assessment, an apology, a policy change, a fee adjustment, etc.).

There is no cost associated with lodging a formal internal complaint or appeal with OCT. We will acknowledge and process all formal complaints and appeals in accordance with the resolution procedure outlined below. Throughout the formal process, the complainant/appellant and any respondent will have the opportunity to present their side of the issue (with a support person present if they wish), and all parties will be treated with fairness and respect.

Formal complaints and appeals can be sent to:

Via Post

Attention: PEO

Oceania College of Technology

110 Beatty Road, Archerfield, QLD, 4108

Via Email

admin@oct.edu.au

Via Phone

Phone (07) 3106 4200

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5. Resolution principles

OCT follows the principles set out below when dealing with complaints and appeals. These principles apply at every stage of handling feedback, complaints, and appeals to ensure the process is fair, effective, and focused on resolution and improvement.

Procedural fairness: All parties to a complaint or appeal are treated fairly and impartially. This means that the process will be unbiased, and each party will have the opportunity to present their evidence and statements. OCT will ensure no person with a direct interest in the matter, or a conflict of interest, is involved in deciding the outcome. All decisions will be based on an objective assessment of the evidence and circumstances. Parties will be informed of any allegations or evidence against them and given a chance to respond before a decision is made. The decision-makers will act without bias or preconception.

Good Faith: All parties (the complainant, respondent, and OCT) are expected to participate in the resolution process honestly and in good faith. We approach the matter with an open mind and a genuine willingness to consider reasonable solutions.

Timeliness and Transparency: OCT will handle complaints and appeals promptly within reasonable timeframes, and keep parties informed of the progress. Our process includes set timeframes for acknowledging and resolving matters (see 6.1). The process and outcomes will be transparent, meaning that we will clearly explain to the parties what steps are being taken and why decisions are made. Unnecessary delays will be avoided. If delays occur (for example, due to the complexity of a case), we will communicate this to the parties and provide updates.

Confidentiality: Complaints and appeals will be handled with appropriate confidentiality. Information will only be shared with those who need to know in order to investigate or resolve the matter. OCT will respect the privacy of all parties involved. (Records of complaints and appeals will be kept securely – see section 7. Records Management)

No Victimisation or Discrimination: Students and others who lodge a complaint or appeal will not be penalised or disadvantaged for doing so. OCT strictly prohibits any form of retaliatory action or discrimination against someone for raising an issue. Similarly, all parties are expected to refrain from harassing or intimidating others involved in the complaint. The aim is to resolve the issue, not to assign blame or create conflict.

Continuous Improvement: OCT views feedback, complaints, and appeals as opportunities to identify areas for improvement in our services and processes. We will examine the causes of complaints and appeals and take appropriate action to prevent similar issues from occurring in the future. Solutions or remedies may include changes to procedures, additional staff training, or other corrective measures. By effectively managing complaints and appeals, OCT informs its continuous improvement and self-assurance activities (see Section 8 Self-assurance and continuous improvement).

Legality and External Options: This internal policy and procedure does not restrict an individual's rights to pursue external legal remedies. Complainants/appellants can seek advice or action through external agencies (such as consumer protection bodies or ombudsmen) at any time, as appropriate.

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OCT's processes are intended to resolve issues internally, but they do not supersede legal rights under Australian Consumer Law or other legislation.

6. Internal resolution of complaints and appeals

Upon receiving a formal complaint or appeal, OCT will engage its **management team** to investigate and resolve the issue. Typically, the PEO, Campus Manager, and/or other relevant staff (e.g. trainers and assessors or admin staff) will be involved in reviewing the matter. The exact personnel involved may vary depending on the nature of the complaint or appeal. In all cases, OCT ensures that those investigating or deciding on the case are impartial and have no significant conflict of interest in the matter.

Key points regarding the internal resolution process:

Acknowledgement: OCT will acknowledge receipt of a formal feedback submission, complaint, or appeal in writing within **three (3) business days**. This acknowledgement (often via email or letter) will inform the complainant/appellant that the matter has been received and is being addressed. It may also outline the next steps and provide a copy or link to this policy for their reference.

Opportunity to provide statement: All parties involved in the complaint or appeal will be given a reasonable opportunity to present their perspective and evidence. If allegations have been made against a person (e.g. a complaint about a trainer or another student), that person will be informed of the allegations and allowed to respond. This may involve written responses or meetings/interviews with the management team or appropriate personnel. OCT may request further details or clarification from any party during the investigation. This could be done through face-to-face meetings, phone calls, video conferences, or written communications as needed.

Support Person: At any meetings convened to resolve the complaint or appeal, OCT will allow each party to be accompanied by a support person of their choice if they wish. This could be a friend, family member, or other advisor (provided the person is not a legal representative acting in a professional capacity, unless OCT agrees otherwise). The support person's role is to provide moral support or assist the party to articulate their issues, but not to speak on behalf of the party (except with permission, in cases where the party has difficulty communicating).

Third parties: If the complaint or appeal involves a third party engaged by OCT (for example, an education agent), OCT will include the third party in the resolution process as appropriate. OCT maintains responsibility for the final outcome, but the third party may need to provide information, cooperate with investigations, or take certain actions as part of resolving the issue. All third-party agreements with OCT include requirements to report any feedback, complaints or appeals to OCT promptly. OCT monitors compliance by third parties through regular communication and audits, ensuring that any issues arising under third-party arrangements are effectively managed. (For example, an education agent must forward any student complaint about the agent's services to OCT for review).

Decision making: A designated person (e.g. the Campus Manager) will investigate the complaint or appeal by gathering relevant evidence and facts. They will interview involved parties as needed and

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review documents. After considering all the information, a decision will be made about the outcome. In many cases, the PEO will review the findings of the investigation and make the final determination on the complaint or appeal. The decision will aim to be fair and address the issues raised. OCT ensures that the person(s) making the final decision were not directly involved in the events leading to the complaint/appeal, wherever possible, to maintain impartiality.

For **academic appeals** (e.g. assessment decisions): OCT will, wherever feasible, appoint an independent assessor (someone not involved in the original assessment decision) to review or re-mark the assessment in question. This may involve a reassessment of the student by another qualified trainer/assessor or a validation of the assessment decision. The outcome of this independent review will be considered the final result for that assessment task (whether it upholds the original decision or changes it). This ensures an objective second opinion on academic matters.

Outcome notification: Once a decision is reached, OCT will notify the complainant/appellant in writing of the outcome as soon as possible (aiming for within 15 business days of receipt of the complaint/appeal, barring complex cases). The written response will include:

- A clear summary of the issue that was raised (to confirm understanding).
- The steps taken by OCT to investigate or consider the matter.
- The decision or outcome reached, and the reasons or basis for that decision. Where relevant, this will reference evidence or policy that influenced the decision.
- Any corrective actions or remedies that will be implemented as a result (for example, an apology, a change of class, a reassessment opportunity, a policy change, a refund, etc., depending on the case).
- Information on what the student can do if they are not satisfied with the outcome (e.g. how to access external appeals or other external avenues).

The outcome letter will be written in plain language and will clearly state OCT's findings on each issue raised.

In addition to informing the complainant/appellant, OCT will also communicate relevant outcomes to all other parties that were involved in the complaint or appeal. For example, if a complaint was lodged against a trainer, that trainer will be informed of the outcome and any requirements or recommendations resulting from the decision. If the complaint involved another student or a third-party provider, those parties will be notified of any findings or actions that affect them. This communication to other parties will be done in a manner that respects the privacy of individuals (for instance, a complainant will not necessarily be told of any confidential disciplinary action taken against a staff member but will be informed that appropriate action was taken). Ensuring all relevant parties understand the outcome helps implement the resolution and prevent recurrence.

Timeframes: OCT endeavours to resolve all formal complaints and appeals in a timely manner. We will commence the investigation/resolution process within seven (7) business days of receiving the complaint/appeal. We aim to finalise the process and provide a written outcome within 15 business days of receipt. If a matter is particularly complex or involves multiple parties/issues such that it requires more time to resolve, OCT will write to the complainant/appellant informing them of the delay

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and will provide weekly updates on the progress if the case remains unresolved after 15 business days. These updates will keep the parties informed about what has been done and what is pending. Every effort is made to avoid undue delay; however, quality and fairness of the process will not be sacrificed for speed.

Enrolment status: OCT will ensure that during the internal complaint/appeal process, a student's enrolment status is maintained. This means:

- **For domestic students,** their enrolment will continue as normal while the complaint or appeal is being processed. We will not terminate or alter their study arrangements based solely on the existence of a complaint/appeal.
- **For overseas students:**
 - if the complaint or appeal is related to a matter that could affect their enrolment (such as course progress or attendance issues that might lead to an Intention to Report), OCT will not report any changes in enrolment via PRISMS until at least the internal appeals process is concluded. In other words, overseas students will be allowed to continue in classes (without penalty) during the internal resolution stage.
 - If the appeal is against a decision to report the student (e.g. for unsatisfactory attendance or progress), we will hold off on reporting until the appeal is completed and only proceed if the appeal outcome supports reporting.
 - If the appeal is against a decision to defer, suspend, or cancel the student's enrolment due to misconduct, OCT will maintain the student's enrolment during the internal appeal; if the internal appeal outcome supports OCT's decision, we may then update PRISMS after the internal process is done.
 - (If the student then goes to an external appeal, see below for how enrolment is handled.)

7. External resolution

If a complainant or appellant is not satisfied with the outcome of OCT's internal complaint or appeal process, they have the option to pursue the matter further through an external or independent body. External resolution provides an additional avenue for review by an impartial third party, consistent with our commitment to procedural fairness and Standard 2.8's requirement for independent review options at no or low cost to students.

Key points regarding the external resolution process:

Requesting External Review: If you (the complainant/appellant) are unhappy with the final decision of OCT's internal process, you may request that the matter be referred to an independent mediator or external dispute resolution service. OCT can assist in arranging an independent mediator who has no affiliation with the RTO and possesses relevant expertise (for example, a professional mediation service or arbitrator). This independent party can review the case and work towards a resolution. If OCT agrees to engage an independent mediator at your request, this will be arranged at no cost or

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minimal cost to VET students. (The RTO will bear the cost or subsidise the cost of one round of external mediation, to ensure accessibility of this option.)

Independent Mediation for Domestic Students: Domestic students can request an independent mediation as described above. OCT will provide information on one or more reputable low-cost mediation services. If the student agrees to proceed, OCT will facilitate the mediation process. Our aim is to ensure that domestic students have access to an external review without prohibitive expense, in line with good practice. Alternatively, domestic students also have the freedom to engage an external complaints or appeals body of their own choosing (such as a private mediator or arbitrator), but OCT will not be responsible for any costs incurred if the student chooses an external option on their own initiative. (In other words, we offer a no/low-cost external review option through our arrangements; if a student opts for a different external avenue at their own accord, they would bear that cost.)

External appeals for Overseas students: Overseas students wishing to opt for the external appeals process can do so with the **Commonwealth Ombudsman**.

The Commonwealth Ombudsman's service is free of charge for overseas students. If an overseas student is unsatisfied with OCT's internal resolution, they can lodge a complaint or appeal with the Ombudsman. The Commonwealth Ombudsman can investigate complaints from overseas students about private schools, colleges, institutes and universities in Australia.

Details on how the ombudsman can help students can be found on the following web page:
<https://www.ombudsman.gov.au/complaints/international-student-complaints>.

Commonwealth Ombudsman contact details can be found on the following web page:

<https://www.ombudsman.gov.au/contact-us>

The Commonwealth Ombudsman can look into complaints from overseas students who are currently studying, previously studied, or are planning to study with private education providers on a student visa. Issues they can look into include:

- course fees and refunds
- transfers between courses or providers
- intention to report to Home Affairs for unsatisfactory course progress or attendance
- cancellation of enrolment
- deferment and suspension of studies
- incorrect advice given by an education agent
- refusing admission to a course
- private education provider's handling of student complaints or appeals, including complaints about:
 - grades and assessments
 - academic misconduct decisions

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- Overseas Student Health Cover.

Cooperation with External Process: If an external reviewer or mediator is appointed (whether by OCT or by the student), OCT will cooperate fully with the external process. We will provide the external party with all relevant documents, records, and information they request, as permitted by privacy laws. OCT will also make staff available for interviews or discussions with the external reviewer if required. Our goal is to support a thorough and impartial review.

Status of Enrolment during External Appeal (Overseas students): If an overseas student on a student visa accesses an external appeals process, OCT will maintain the student's enrolment until the external outcome is determined in cases of appeals against a report to authorities for unsatisfactory progress/attendance. However, if the appeal is against a disciplinary cancellation (misconduct), and the internal appeal has already been decided against the student, OCT may proceed to implement that decision (e.g. cancellation) after the internal process, in accordance with the National Code Standard 10, which allow providers to act after internal appeals are concluded for misconduct issues. Regardless, OCT will not report or finalise an enrolment change if an external appeal is in progress for cases where the National Code requires maintaining enrolment.

Outcome of External Review: The external dispute resolution body (mediator, Ombudsman, etc.) will examine the case and come to an independent finding or recommendation. If the external body finds in favour of the student (for example, determines that OCT should change a decision or provide a remedy), OCT will immediately comply with all recommendations or directives of the external body. The PEO will convene a management meeting to discuss the external decision and its implications. Any required corrective or preventive actions will be implemented without delay to rectify the situation and prevent future occurrences. The student (and other relevant parties) will be informed of any changes or actions OCT will take as a result of the external review outcome. If the external review supports OCT's original decision, OCT will also act accordingly (for instance, in the case of an external appeal by an international student about an Intent to Report, if the Ombudsman upholds OCT's decision, OCT will proceed to report the student via PRISMS as required).

Below are details of other external agencies and options available to students for complaints and appeals:

- **National Training Complaints Hotline:** If you have a complaint relating to your experiences whilst undertaking training in the vocational education and training (VET) sector, the National Training Complaints Hotline can refer your complaint to the most appropriate authority to have your complaint considered. You can lodge a complaint with the National Training Complaints Hotline by completing the complaints form (<https://www.dewr.gov.au/national-training-complaints-hotline/national-training-and-complaints-hotline-complaints-form>) or by calling the student enquiry line on 13 38 73.
- **Consumer Protection Agencies:** The consumer protection agency in your state or territory:
 - can provide information about seeking a refund or a cancellation of your course fees
 - can provide information about your rights and obligations
 - may be able to help you negotiate with your training provider.

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If you are studying with a provider that is located in a different state or territory from where you live, you can report your concerns to the Australian Competition & Consumer Commission (<https://www.accc.gov.au/contact-us/contact-the-accc/report-a-consumer-issue>).

State or territory	Agency and contact details
Australian Capital Territory (ACT)	ACT Fair Trading Phone: (02) 6207 3000
New South Wales (NSW)	NSW Fair Trading Phone: 13 32 20
Northern Territory (NT)	Northern Territory Consumer Affairs Phone: 1800 019 319
Queensland (QLD)	Fair Trading Phone: 13 74 68
South Australia (SA)	Consumer and Business Services Phone: 13 18 82
Tasmania (TAS)	Consumer Affairs and Fair Trading Phone: 1300 65 44 99
Victoria (VIC)	Consumer Affairs Victoria Phone: 1300 55 81 81
Western Australia (WA)	Consumer Protection Phone: 1300 304 054

- **State or Territory Ombudsman:** Your state or territory ombudsman may be able to help if your complaint is about fees and refunds.

State or territory	Ombudsman website address
Australian Capital Territory (ACT)	www.ombudsman.act.gov.au
New South Wales (NSW)	www.ombo.nsw.gov.au
Northern Territory (NT)	www.ombudsman.nt.gov.au
Queensland (QLD)	www.ombudsman.qld.gov.au
South Australia (SA)	www.trainingadvocate.sa.gov.au
Tasmania (TAS)	www.ombudsman.tas.gov.au
Victoria (VIC)	www.ombudsman.vic.gov.au
Western Australia (WA)	www.ombudsman.wa.gov.au



- *Australian Skills Quality Authority (ASQA)*: ASQA is the national VET regulator and takes feedback and complaints as intelligence to inform their regulatory activities. However, ASQA is unable to assist students with their individual cases and circumstances and cannot act as an advocate for students in resolving complaints or appeals. Information on how ASQA can help students is available at: <https://www.asqa.gov.au/students/how-asqa-can-help-students>. ASQA has compiled information on their website on how you can access further support at: <https://www.asqa.gov.au/students/more-support>.

When pursuing external options, students should be aware of any time limits or conditions that apply (for instance, some Ombudsman offices might require that internal processes be exhausted first, which this policy ensures). **OCT** will assist by providing copies of records or letters as needed by the student to support their external complaint or appeal.



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Work Health and Safety and Critical Incident Policy and Procedures

Purpose

The purpose of this policy and procedure is to establish clear guidelines and consistent practices for risk prevention, rapid response to, and recovery from critical incidents at OCT. This policy ensures compliance with relevant legislation and standards, including Standard 6 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018, the Education Services for Overseas Students Act 2000 (ESOS Act), and the Standards for Registered Training Organisations 2025 (notably the Outcome Standards relating to student support and safety). It also aligns with applicable Work Health and Safety (WHS) laws in Queensland, New South Wales, and Victoria, and adheres to the Australian Privacy Principles and Queensland privacy laws in handling personal information.

This policy is aligned with OCT's overall commitment to safety and student support, particularly for international students. Through its implementation, OCT ensures that critical incidents are managed effectively and that the health, safety, and welfare of all individuals are safeguarded in accordance with WHS legislation and the Standards for RTOs 2025. Key outcomes include maintaining a safe environment, providing timely and appropriate support services to those affected by incidents, and meeting all regulatory obligations for incident management and reporting.

Scope

This policy and its procedures apply to all OCT campuses, facilities, online environments, and activities under OCT's control or influence. It encompasses all staff, students (both domestic and international), contractors, and visitors participating in or affected by OCT's operations. The policy addresses the prevention, management, and response to health and safety risks, hazards, critical incidents, and injuries within these areas to ensure a safe learning and working environment.

In particular, this policy addresses critical incidents that may occur on-campus or off-campus, which significantly impact an individual's safety, well-being, or ability to continue studies. It covers additional support requirements for overseas students on student visas, while equally applying to domestic students and all personnel. This policy ensures compliance with the National Code 2018 (Standard 6) - including required support services and notifications and considers any extra steps (such as contacting family overseas, embassies or consulates, and Overseas Student Health Cover providers) needed to support international students in critical incidents.

Definitions

Critical Incident: A critical incident is defined as a traumatic event, or the threat of such, which causes extreme stress, fear or injury. This may occur within or outside Australia and does not include minor events or academic issues. Critical incidents are not limited to, but could include: missing students;

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severe verbal or psychological aggression; death or serious injury (or threat of these); natural disasters (e.g. flood, fire, earthquake); a serious accident on or off campus; incidents of physical or sexual assault; significant mental health episodes; bomb threats or hostage situations; or any other event that is extraordinarily distressing or disruptive to the individuals or the organisation. For overseas students under 18 years of age (if applicable), a critical incident could also include a student going missing or other emergencies as outlined in Standard 5 of the National Code.

Incident: An incident refers to any unplanned event that results in or could have resulted in injury, illness, damage to property, or disruption. This includes critical incidents as defined above, as well as any accident or near miss that has WHS implications.

Policy Statement

OCT is committed to providing a safe, healthy, and supportive environment for all students and staff, and to responding promptly and effectively to any critical incidents. This commitment is in accordance with the Standards for RTOs 2025 and the National Code 2018 and encompasses compliance with all relevant state and federal health and safety laws. Through this policy, OCT ensures that hazards are identified and mitigated, that all members of the RTO community are informed about safety procedures, and that in the event of a critical incident, appropriate support and remedial actions are provided to minimise harm and disruption to learning.

Safety and Well-being Commitment

OCT is dedicated to the safety and well-being of all staff and students, with particular attention to the needs of international students who may be far from their usual support networks. In any critical incident, OCT's primary aim is to take immediate and appropriate action to maximise the safety of individuals and minimise disruption to studies. OCT takes all reasonable steps to provide a safe environment on campus and to advise students and personnel on actions to enhance personal security and safety. This includes ensuring students are aware of how to seek assistance for and report incidents that significantly impact their well-being (including critical incidents), and providing or referring students to relevant support services as needed.

Designated Responsibility

The Campus Manager is the designated primary point of contact and coordinator for preventing and managing critical incidents at OCT. The Campus Manager is responsible for overall coordination of emergency response efforts, whether an incident occurs on OCT premises or off-campus at an RTO-sponsored activity. The Campus Manager will lead the development and implementation of any necessary Critical Incident Action Plan, liaise with emergency services and other relevant authorities, and act as OCT's spokesperson if required (including handling any media inquiries). The CAMPUS MANAGER will also ensure that appropriate internal reporting occurs and that records of the incident and response are maintained.

Risk Reduction and Training

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OCT actively implements risk reduction and preventative measures to minimise the likelihood of incidents, as detailed in OCT's Health and Safety Policy and Procedure. All facilities and equipment are maintained in safe working order, and regular WHS inspections and maintenance checks are conducted. Emergency information (such as evacuation routes and assembly points) is clearly posted at each site, and emergency drills (e.g. fire evacuations) are conducted periodically. OCT appoints and trains emergency wardens and first aid officers to ensure preparedness for crises. At orientation, all new students -including international students -receive detailed information about health and safety procedures, how to report incidents, and emergency contact details. This information is also included in the Student Handbook. Regular training and information sessions are provided to staff and students to reinforce awareness of safety, emergency procedures, and critical incident responses. OCT fosters a culture of proactive risk identification and reporting: all personnel and students are encouraged and expected to report any hazards, near misses, or potential safety issues to management immediately so that preventative action can be taken.

Compliance with WHS and ESOS Requirements

OCT complies with all relevant WHS legislation across its operating locations, including the *Work Health and Safety Act 2011* (QLD), *Work Health and Safety Act 2011* (NSW), and *Occupational Health and Safety Act 2004* (VIC), as well as associated regulations. OCT recognises its duty of care under these laws to eliminate or minimise risks to health and safety so far as is reasonably practicable. All staff, students, and others at OCT share responsibility for health and safety (see Roles and Responsibilities below). Additionally, OCT meets its obligations under the ESOS Act and National Code by having this critical incident policy and procedure, by documenting and reporting incidents involving overseas students, and by maintaining appropriate student support services. In particular, OCT ensures that in any critical incident involving an overseas student: relevant authorities (such as police, medical professionals, Department of Home Affairs and Department of Education) are contacted as required; the student's family and any dependants are promptly informed; and ongoing support (including counselling and assistance with insurance or other arrangements) is provided.

2. Prevention and preparation

Preventing critical incidents and ensuring a safe environment are integral parts of OCT's operations. OCT implements the following preventative measures and preparedness strategies:

- **Facilities and Equipment Maintenance:** All campuses and training sites are subject to regular maintenance and safety inspections. OCT ensures that its facilities comply with relevant building, health, and safety requirements. Any identified hazards (e.g. faulty equipment, unsafe conditions) are promptly addressed or removed. Facilities and equipment are kept in good repair to prevent accidents.
- **Emergency Evacuation Plans:** Clear emergency evacuation diagrams and notices are prominently displayed in all buildings, indicating evacuation routes and assembly points in the event of fire or other emergencies. All emergency exits are clearly marked, unlocked, and kept free of obstructions at all times.
- **Emergency Personnel Training:** OCT designates key personnel for emergency roles. Trained Emergency Wardens are appointed for each campus or site, responsible for coordinating

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evacuations and safety procedures. Qualified First Aid Officers are appointed, and their certifications are kept up to date. These personnel receive regular training in emergency and evacuation procedures to ensure readiness.

- **Regular Drills:** OCT conducts regular emergency drills (such as fire drills and lockdown drills) to practice evacuation and incident response procedures. These drills help familiarise staff and students with emergency processes and identify any areas for improvement in our emergency response plans.
- **Safety Resources and Equipment:** Appropriate safety equipment is provided and maintained. Fire extinguishers, smoke detectors, first aid kits, and other emergency equipment are installed as required and are checked regularly to ensure they are in working order. OCT monitors the availability of safety resources and makes improvements where needed through its WHS representatives and relevant managers.
- **Information and Induction:** All new staff and students receive WHS and critical incident information as part of their induction or orientation. This includes a briefing on emergency contacts, how to report incidents or hazards, and guidance on personal safety (e.g. not propping open fire doors, awareness of surroundings). International students, in particular, are given information on health insurance (OSHC), local emergency services (dial 000 for police/fire/ambulance), and available support services during orientation. Safety and emergency procedure information is also readily accessible in the Student Handbook and on campus noticeboards.
- **Hazard Identification and Risk Assessment:** OCT employs a proactive approach to hazard identification. Staff and students are encouraged to be vigilant and report hazards or “near miss” incidents immediately to management or the WHS officer. Regular risk assessments and WHS audits are conducted in classrooms, workshops, and common areas to identify potential risks. Identified hazards are evaluated and controlled following the hierarchy of control (elimination, substitution, engineering controls, administrative controls, and PPE as last resort).
- **Culture of Safety and Reporting:** OCT promotes a culture of safety where everyone understands their responsibility to take reasonable care of their own health and safety and that of others. Tampering with or misusing safety equipment is strictly prohibited. All incidents, injuries, or potential threats to safety (no matter how minor) must be reported using the appropriate channels (e.g. incident report forms) so that timely corrective action can be taken. Lessons learned from minor incidents and near misses are used to prevent more serious incidents.

These prevention and preparation measures are designed to reduce the likelihood of critical incidents occurring and to ensure that, if an incident does occur, OCT is well-prepared to respond swiftly and effectively.

3. Critical Incident Management

In the event of a critical incident, OCT will implement a structured response to ensure the safety and well-being of those affected, and to meet all legal and regulatory requirements. The following

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procedures outline the immediate, secondary, and ongoing response steps to manage and recover from a critical incident.

Immediate Response (Within 24 Hours)

A critical incident may be first discovered or reported by any staff member, student, or visitor. The first person aware of the incident must, as far as is safe and practicable, take immediate action and contact the CAMPUS MANAGER (or designated Incident Coordinator) without delay. The CAMPUS MANAGER (or delegate) will then assume control of the situation and initiate the critical incident response. Key immediate response actions include:

1. **Ensure Safety and Call Emergency Services:** The CAMPUS MANAGER/Incident Coordinator will quickly assess the situation to ensure there is no immediate danger to self or others. If emergency assistance is required, they (or the first responder) will call 000 to notify police, ambulance, fire services, or other relevant emergency services with details of the incident (nature of incident, location, injuries, persons involved, etc.). The safety of human lives is the top priority in any critical incident; salvage of property or resumption of business operations is secondary and will commence only when the area is declared safe.
2. **Evacuation and First Aid:** If the situation warrants evacuation (e.g. fire, bomb threat, gas leak) or other emergency procedures, the CAMPUS MANAGER/Incident Coordinator will activate the building's emergency evacuation plan. Wardens will guide staff and students to the designated assembly area and account for all persons. If there are injuries or medical emergencies, qualified first aiders on site will administer first aid while awaiting paramedics. The Incident Coordinator will ensure injured persons receive appropriate medical attention as a priority.
3. **Secure the Area:** If appropriate, the area of the incident will be secured to prevent further harm or to preserve it for any subsequent investigation. This may involve cordoning off an area, turning off equipment, or safely shutting down operations. No one should re-enter an affected area until cleared by the Incident Coordinator or emergency services.
4. **Gather Initial Information:** The CAMPUS MANAGER/Incident Coordinator (and any assisting staff) will gather essential facts about the incident as soon as possible. Key questions include: What happened? When and where did it happen? Who is involved or injured? What immediate actions have been taken? This information will guide further response steps and be documented. Accurate information is critical to avoid speculation and panic, so only verified facts will be communicated to others initially.
5. **Critical Incident Team Activation:** OCT will activate its Critical Incident Response Team if pre-determined (this may simply consist of the CEO, Campus Manager, Student Support Officer, and other relevant personnel as needed). Roles will be allocated as required -for example, one person may handle communications, another liaises with emergency services, another looks after other students, etc. The team will convene (in person or by phone) as soon as possible to formulate an initial action plan.
6. **Notify Key Personnel and Authorities:** The Campus Manager will notify OCT senior management about the incident. If the incident involves a student or staff member fatality or

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life-threatening injury, the CAMPUS MANAGER will also contact the relevant authorities (e.g. police, coroner) as required by law. If an overseas student is involved, the Department of Home Affairs and the Department of Education (via PRISMS) will be contacted as soon as practicable, in line with ESOS Act requirements. (Notification through PRISMS is required if the student's enrolment is affected, such as in cases of serious injury leading to suspension of studies or death.) In situations involving an international student, OCT may also inform the student's country's embassy or consulate in Australia if appropriate, especially if the student has been seriously injured or deceased.

7. **Contact with Families/Next of Kin:** As soon as immediate safety concerns are addressed, the CAMPUS MANAGER (or a delegated senior staff member) will promptly contact the next of kin or emergency contact of those impacted by the critical incident. Communication with families will be handled with sensitivity and factual accuracy. For overseas students, communication may occur with the assistance of an interpreter if language barriers exist. Families will be given information on the actions being taken by OCT and any immediate support being provided (e.g. which hospital an injured person has been taken to). In the event of a death or life-threatening injury, police are involved in notifying the family as per their protocols; OCT will liaise with police to ensure the family is informed and supported appropriately.
8. **Media Management:** In the event that a critical incident draws media attention, only the CAMPUS MANAGER (or a person officially authorised by the CEO) will communicate with the media. OCT will provide a factual and brief statement as needed, without disclosing personal information, to manage rumours and protect privacy. Staff and students are instructed not to speak to the media and to refer any inquiries to the official spokesperson. All media inquiries should be directed to the CEO. A key objective is to handle external communications in a way that respects the individuals affected and OCT's reputation, adhering to privacy requirements.
9. **Documentation:** From the earliest stage of the incident, the Incident Coordinator (or a designated staff member such as an Administration Officer) will begin documenting the incident and response actions taken. This includes logging times of events, notifications made, actions by staff, and decisions. These notes will form the basis of the formal Critical Incident Report to be completed (see Section 7). Maintaining comprehensive records is essential for later review, legal compliance, and insurance purposes.
10. **Initial Support and Counselling:** OCT will arrange for immediate support to those directly affected by the incident. This could involve psychological first aid, such as comforting and reassuring victims and witnesses, and calling in professional counsellors or support persons as needed. If any student or staff member requires urgent psychological or medical support, arrangements will be made promptly (for example, contacting a crisis counselling service like Lifeline on 13 11 14, or emergency mental health services). The Student Support Officer or another appropriate staff member will be tasked with ensuring affected individuals are not left alone and have someone with them until family or further help is available.
11. **Briefing the Community:** As soon as practicable within the first day, the CEO will provide a concise briefing to OCT staff and students about the incident -ideally once accurate information is confirmed and next of kin have been informed (as appropriate). The purpose of

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this briefing (which may be via email, announcement, or meeting) is to dispel misinformation and reduce panic. The communication will advise on the basic facts of the situation, reassure that appropriate actions are being taken, and inform what support is available. Notifying students and staff about the problem early can help minimise panic or concern. However, details will be managed carefully to respect privacy and not unduly alarm others.

During the first 24 hours, establishing a sense of order and support is crucial. If possible, OCT will attempt to maintain or re-establish normal routines in unaffected areas, as having a routine can help students and staff feel safer and more assured despite the incident. The immediate response phase ends when the situation is stabilised, all urgent issues have been addressed, and the incident is no longer an immediate threat.

Secondary Response (48-72 Hours)

In the days following the critical incident (approximately the next 48 to 72 hours), OCT will focus on ongoing support, restoration of normal operations, and addressing any secondary issues arising from the incident. During this secondary response phase, the CAMPUS MANAGER continues to oversee the coordination of services and communications. Key actions include:

- **Counselling and Support Services:** OCT will provide counselling and debriefing opportunities to all students and staff affected by the incident. Professional counselling services (either internal or external, such as trauma counsellors) will be made available. The Student Support Officer and/or counsellors will arrange group debriefing sessions or one-on-one sessions as appropriate, to help individuals process the event. The well-being of those directly involved, as well as others in the community (such as classmates, trainers, or close friends of any victims), will be monitored. Support services will be actively engaged and their effectiveness monitored, with additional assistance provided as needed.
- **Communication and Updates:** The CAMPUS MANAGER (or delegate) will continue to provide factual information to staff and students, as appropriate, about the incident and any developments. This helps dispel rumours and anxiety. At this stage, OCT may hold a formal staff meeting (and student forum if needed) to discuss the incident, allow people to ask questions, and to brief everyone on support strategies moving forward. If legal or police investigations are ongoing, staff and students will be instructed to cooperate as required, and OCT will facilitate this. Any interim measures (such as temporary site closures or class relocations) will be communicated clearly along with expected timelines for returning to normal operations.
- **Restoration of Routine:** OCT will work towards restoring normal operations and class schedules as soon as possible, taking into account the needs of those affected. If the incident disrupted classes or facility availability (for example, a building was closed), alternative arrangements (like alternate classrooms or adjusted timetables) will be implemented. Resuming regular routines and schedules is important for the broader student and staff body to regain a sense of normalcy, though flexibility will be provided to anyone directly impacted by the incident.

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- **Engage External Support if Required:** If not already done, OCT may reach out to additional external support services during this period. For example, contacting community organisations, cultural or religious support groups (if students of a particular background were affected and would benefit from specific support), or arranging interpreters for family communications. For incidents that have legal implications, OCT will also seek legal advice to ensure all actions (communications, reporting, etc.) are appropriate.
- **Address Practical Needs:** For students or staff directly affected (e.g. hospitalisation, loss of possessions in an incident, inability to attend class), OCT will coordinate practical assistance. This could include helping an overseas student's family with travel and accommodation arrangements if they come to Australia to be with the student, providing translators, or arranging for deferred assessments or leaves of absence for those who need time to recover. If the incident involved damage to personal property (e.g. dormitory fire), OCT will help connect those affected with emergency housing, insurance claims processes, or other necessities as relevant.
- **Liaison with Authorities:** The **CAMPUS MANAGER** will continue to liaise with any relevant authorities or emergency services. For example, if police are investigating, OCT will provide full cooperation and any information needed. If the incident involves the death of a student or staff member, OCT will assist authorities (including the coroner) and ensure all requisite notifications are completed. In the case of an international student, OCT will maintain communication with the student's country's consulate/embassy, especially if the family has arrived and needs assistance or if any government formalities (like repatriation documents) need coordination.
- **Ongoing Family Support:** If families of students (or staff) have travelled to be present (for example, in the case of severe injury or death), OCT will support them in practical ways. This includes providing or helping arrange transport and accommodation, interpreting services, and connecting them with local support. The Student Support Officer or **CAMPUS MANAGER** will act as a liaison to the family to keep them informed of what OCT is doing and to respond to their needs and wishes.
- **Monitor Community Well-being:** The 48-72 hour window is a critical time to watch for acute stress reactions. OCT management and support staff will monitor staff and students for signs of shock, grief, or trauma. Anyone identified as struggling will be approached in a supportive, caring manner and offered additional help. Particular attention will be paid to those who were closest to the incident or victim(s). If the incident was highly traumatic (e.g. witnessing a death or violence), OCT may arrange specialised trauma counselling for witnesses in addition to general support.

Throughout the first few days, the emphasis is on stabilisation of the learning environment and support for affected individuals. The CEO will ensure that the organisation addresses any immediate legal or regulatory considerations in this timeframe as well. This may include, for example, completing an initial incident notification to WorkSafe or other WHS regulators if the incident is notifiable under safety laws (see Section 7 below), or submitting an interim report to the Department of Education via PRISMS if required.

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By the end of the 72-hour period, OCT aims to have the situation under control, initial support in place, and a clear plan for ongoing recovery and return to normal operations.

Ongoing Follow-Up Response

The ongoing follow-up stage covers the period from about 3 days after the incident through the following weeks and includes longer-term support and monitoring. OCT, led by the CEO and Student Support Officer, will take the following steps to ensure recovery and continuous care:

- **Identification of Affected Individuals:** The CEO or delegate will compile a list of all individuals affected by the incident (this may include not only any direct victims, but also close friends, classmates, trainers, or witnesses). Over the subsequent weeks, these individuals will be contacted or checked on regularly by Student Support or other appropriate staff to gauge how they are coping and to offer assistance.
- **Ongoing Counselling and Support:** Continued counselling services will be offered on an as-needed basis. Some individuals may experience delayed stress reactions or post-traumatic stress symptoms days or weeks after the incident. OCT will remain vigilant for signs of ongoing distress. Staff and students will be reminded that support services remain available. Where appropriate, OCT may facilitate support groups or peer support sessions. If an affected person is returning after an absence (e.g. coming back to class after injury or bereavement), OCT will make reasonable adjustments and ensure they have support during their transition back.
- **Academic and Workplace Adjustments:** For students who missed classes, assessments, or who need modifications to their study arrangements as a result of the incident, OCT will provide flexibility. This may include deadline extensions, makeup classes, leave of absence, or alternate delivery methods to help the student continue or resume studies. Similarly, for any staff affected, OCT will consider modified duties or leave arrangements as needed during recovery.
- **Monitoring for Delayed Effects:** Managers, trainers, and support staff will keep watch for any delayed physical or psychological effects among the community. It is not uncommon for some individuals to only manifest stress or trauma reactions after some time has passed (days or even weeks). If any such cases are observed or reported -for instance, a student who begins to display anxiety, withdrawal, or other behaviour changes -OCT will reach out and offer support or referrals (e.g. to counselling or medical services) promptly.
- **Notification of Outcome and Academic Status:** If the critical incident resulted in an overseas student's study being interrupted (e.g. a student temporarily or permanently unable to continue their course), OCT will formally notify the Australian Government via the PRISMS system as required by ESOS regulations. For example, if the student will defer, suspend, or cancel their studies due to the incident, this must be recorded in PRISMS. Such notifications will be made in a timely manner once the student's situation is confirmed, in line with regulatory requirements.
- **Administrative Support and Insurance:** OCT will assist affected students or staff (or their families) with any necessary administrative matters related to the incident. For instance, if an international student was severely injured or has passed away, OCT will help coordinate with

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insurance providers, including Overseas Student Health Cover (OSHC) insurers, to facilitate any claims for medical expenses or other coverage. In the unfortunate event of the death of a student, OCT will consult with the family regarding their wishes for funeral arrangements or repatriation of the body and personal effects. OCT will coordinate with insurance companies and relevant authorities to arrange repatriation in accordance with the family's wishes and Australian legal requirements. If a student's family members travel to Australia, OCT will continue to support them with local arrangements as needed (as noted in the secondary response).

- **Managing Long-Term Consequences:** Some critical incidents may have long-term legal or financial implications. OCT's management will manage or assist with these as appropriate. For example, if legal proceedings (such as an inquest, court case, or compensation claim) arise from the incident, OCT will cooperate with authorities and support the individuals involved through the process. Internally, any necessary long-term changes (such as facility repairs/upgrades or additional security measures) identified as a result of the incident will be implemented to prevent recurrence.
- **Community Healing and Memorials:** Depending on the nature of the incident, OCT may organise appropriate community gestures as part of the healing process. For instance, if a member of the RTO community has passed away, a memorial service or tribute might be arranged in consultation with the family and friends. OCT will also support any cultural or religious observances that are relevant for the affected persons (especially important in a multicultural/international context).

Throughout the ongoing follow-up, OCT aims to restore a supportive, normal learning environment while not losing sight of those who may need extra care. By the end of two weeks after the incident, an initial evaluation of how people are coping will be conducted. However, support will remain available for as long as needed. All activities in this phase are documented to ensure a record of support provided.

Finally, once it is determined that the critical incident has been fully addressed and the community has largely recovered, the CEO will officially conclude the active critical incident response. This does not mean forgetting the incident -rather, the focus will shift to longer-term improvements and memorialising any lessons learned. The incident will then move into a phase of evaluation and review, described next.

4. Incident Reporting and Reviewing

Proper documentation, reporting, and review are critical components of OCT's incident management process. They ensure compliance with legal requirements, enable continuous improvement, and provide transparency and accountability for how incidents are handled. The following steps will be undertaken for documenting and reviewing each critical incident:

Incident Reporting and Record-Keeping

- **Critical Incident Report:** As soon as practicable after the critical incident is under control and immediate response actions are complete, the Campus Manager will prepare a Critical Incident Report. This report will be completed within a reasonable timeframe (ideally within a

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few days of the incident) to capture accurate details. The report will include a comprehensive overview of the incident, including the date/time, location, people directly involved or injured, witness information, a factual description of what happened, and the immediate actions taken by OCT and emergency services. It will also document the outcomes of the incident (e.g. injuries sustained, damages) and any follow-up actions already initiated.

- **Remedial Actions Documentation:** The Critical Incident Report will detail any remedial or corrective actions taken in response to the incident. This includes support provided (counselling, medical care, etc.), notifications made (to families, authorities), and interim measures (such as facility repairs or class arrangements). The report will highlight any immediate changes made to procedures or infrastructure as a result of the incident.
- **Record Maintenance:** OCT will maintain a written record of the critical incident and all actions taken in response, in accordance with regulatory requirements. As required under the National Code 2018, these records will be kept for at least two (2) years after the affected student(s) cease to be enrolled at OCT (for overseas students). However, as a best practice, OCT may retain critical incident records for a longer period (up to ten years), especially if they involve serious outcomes, to allow for any long-term follow-up or legal inquiries. All records will be stored securely (in locked files or secure electronic systems) with access restricted to authorised personnel, to protect privacy.
- **Regulatory Notifications:** In addition to internal reporting, any external reporting obligations will be fulfilled. If the nature of the incident triggers mandatory reporting under WHS laws (for example, a death, a serious injury or illness, or a dangerous incident as defined by the Work Health and Safety Acts), OCT will notify the relevant state WorkSafe/WorkCover regulator (e.g. WorkSafe Queensland, SafeWork NSW, WorkSafe Victoria) as required by law, usually immediately by phone and in writing within 48 hours. Copies of such notifications will be kept with the incident records. Likewise, if the ESOS Act requires notification of federal departments (e.g. via PRISMS), those will be completed as noted earlier. These notifications and any correspondence with authorities will form part of the incident record file.
- **Incident Log and WHS Register:** The details of the incident will also be recorded in OCT's WHS Incident Register (or similar log) as part of its Work Health and Safety management system. This log entry will be used to track the incident from occurrence through to closure, including referencing the formal report and any corrective actions identified.

Incident Review and Investigation

- **Post-Incident Review Meeting:** Within approximately one week (no more than 7 days) after the incident, the CEO will convene a debrief or review meeting with key personnel involved in the response (e.g. Campus Manager, Student Support Officer, and any other relevant staff). The purpose of this meeting is to evaluate OCT's handling of the incident, identify what went well and what could be improved, and ensure that any lingering issues are addressed. Input from external emergency services or consultants may also be sought if they were heavily involved in the incident response.

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- **Investigation:** Depending on the nature and severity of the incident, OCT may conduct a more formal investigation to determine root causes and contributing factors. This is especially pertinent for incidents involving serious injury, equipment failure, or systemic failures. The investigation will involve collecting all relevant information (incident reports, witness statements, CCTV footage if available, etc.). OCT will analyse aspects such as whether all protocols were followed, how effective the response was, and what caused or exacerbated the incident. This process will examine any gaps in procedures, training, or information that might have contributed to the incident.
- **Findings and Recommendations:** The outcome of the review/investigation will be a set of findings and, if applicable, recommendations. OCT will document any identified shortcomings in its policies or procedures. For example, the review might find that emergency exits were not adequately marked, or that communication could be improved, or that additional training is needed for staff. Correspondingly, recommendations could include changes like updating emergency maps, conducting more frequent drills, revising this policy, providing trauma training for staff, etc. All recommendations will be documented in a post-incident review report or minutes of the review meeting. These will then be actioned through OCT's continuous improvement process.
- **Continuous Improvement Register:** Any improvements or corrective actions identified from the incident review will be added to OCT's Continuous Improvement Register (or equivalent tracking document), in line with the organisation's quality assurance practices. Responsibilities and timelines will be assigned for each action item. For instance, if a policy update is needed, the Campus Manager might be assigned to draft the changes by a certain date; if new equipment is required, the Campus Manager might oversee its purchase and installation.
- **Follow-up on Actions:** The Campus Manager (or designated officer) will monitor the implementation of post-incident recommendations to ensure they are completed. OCT commits to addressing any identified issues promptly to reduce the risk of similar incidents in the future. Completion of each action will be recorded, and the changes will be communicated to relevant stakeholders (staff, students) as necessary.
- **Feedback to Affected Parties:** As appropriate, OCT will inform those affected by the incident of the outcomes of the investigation and any changes made as a result. This might be done individually or via a general communication. The intention is to show that OCT has learned from the incident and taken steps to prevent recurrence, thereby closing the feedback loop with the community.