



INTERNATIONAL STUDENT HANDBOOK

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Advocate Training Contact Details:

- **Sydney Campus Contact Information:**

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Address: Level 4, 770-772 George St
Haymarket NSW2000 Australia

- **Sydney Campus 24 Hours Emergency Contact:**

Nancy Wang

E: nwang@advocate.edu.au

Ph: 043054 8899

- **Emergency Services:**

Emergency Service Number: **000**

Police, Fire, Ambulance Number: **000**

Introduction

Advocate Training Pty. Ltd is a registered training organisation (RTO number 45299), which meets administrative, delivery, staffing, facility, marketing, financial, quality assurance and assessment standards regulated by the Australian Skills Quality Authority (ASQA) which monitors & subjects the College to regular external audit to verify adherence to these standards.

Advocate Training is also listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) which is a register of Australian education providers that recruit, enrol and teach overseas students (CRICOS Number 03655C). Registration on CRICOS allows providers to offer courses to overseas students studying in Australia on student visas.

Advocate Training is responsible for the quality of the training and assessment you will receive in compliance with Standards for RTOs 2015, and for the issuance of the Australian Qualifications Framework (AQF) certification documentation. The Standards set out the requirements that an organisation must meet in order to be an RTO and ensure the integrity of nationally recognised training provided by registered training organisations.

This handbook

This information booklet is designed to provide you with information about the services provided by Advocate Training and its approach to providing you a safe, fair and supported environment to participate in training and assessment. This booklet does not provide you with specific information about a particular course offered by Advocate Training. This information is contained in the Course Brochure supplied separately.

Advocate Training offers 2 courses to international students

BSB40215 Certificate IV in Business CRICOS Course Code: 09667G

BSB50215 Diploma of Business CRICOS Course Code: 09668F



Vision

Our desire is to help you achieve the job you dreamed of by providing an outstanding educational experience. Advocate Training gives an opportunity to all people to learn regardless of religion, culture, race or gender. Advocate Training promotes an international curriculum and support for student diversity including teaching for both international students and national students.

Mission

At Advocate Training, we are committed to enabling our students to develop industry best practice skills and knowledge. An important enabling factor for our organisation in this pursuit is the provision of high quality training and assessment programs designed to meet the needs of our students and industry.

National compliance requirements dictate that we apply a systematic approach to the delivery of training and assessment services. Each of our training programs is designed to complement a student's existing skills and experience and provide diverse learning opportunities that meet the needs of the individual. At Advocate Training, we are committed to providing opportunities for students to pursue continuing professional development that is industry relevant, of high quality, and leads to nationally recognised qualifications and outcomes.

Objectives

In recognition of this mission, our objectives are:

- **People.** We strive to attract, recruit and retain talented, competent and committed people. We promote excellent performance through leadership and professional development.
- **Safety and equality.** We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- **Integrity and ethics.** We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
- **Quality committed.** We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.
- **Student centred.** We thrive on providing training and assessment that is student centred and which supports lifelong learning. We respect our students and strive to attract them time after time through high quality training and assessment experiences.
- **Industry engagement.** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

Values

Advocate Training provides a platform for education based on shared values and equity towards all.

- **Welcoming:** We seek to provide an environment which is welcoming to all students.
- **Assessments:** Students are provided opportunities to be re-tested so they achieve competency. In other words, we do not believe in failure. Students are assessed as “competent” or “not competent.” Each student is a ‘work in progress’ and the word “fail” is not in our vocabulary.
- **Relationship:** Effectiveness in employment comes from strong relationships. We aim to develop strong relationships and lasting friendships among students, between students and staff and with the community around us.

- **Relevance:** The College seeks to be relevant to our society. It has a contemporary focus and seeks to include a range of cultural expressions.
- **Excellence:** The College aims for excellence.
- **Creativity:** The College aims to reflect and nurture the creativity of students.

College Ethos

Advocate Training is committed to delivering quality vocational education and training programs aimed at equipping people to effectively contribute to contemporary business society.

Advocate Training's programs strive for:

- academic excellence by developing intellectual discipline and expertise for attaining and developing knowledge and skills, as well as providing a basis for further education
- vocational competency by providing practical skills and methods that relate to workplace skills

Organisational Arrangements

Advocate Training Structure

The Chief Executive Officer (CEO) of Advocate Training acts as the administrative head of the College.

The Academic Manager co-ordinates training to students and supervises the training team. He is responsible for ensuring the quality of the learning experience for students and maintaining compliance with the Standards for Registered Training Organisations (RTOs) 2015 and the National Code.

The Trainers provides quality training to students and supervises the training process. They also looks after students' academic enquires and provides professional academic support for all students.

The Student Support Officer undertakes administrative duties, ensuring the smooth functioning of student services, daily enquiries and registrar duties. They also provide welfare assistance to students as required.

Student Relations

Student Service Charter

Advocate Training's Student Service Charter commits us to:

- being friendly, helpful and, respectful
- identifying ourselves when we speak to students
- listening carefully to what the students say to us
- providing efficient and prompt service
- providing accurate and consistent information in a way that is easily understood by students
- explaining step by step what students need to know and do to enable them to pursue their career pathways
- provide information or referrals to students on other services appropriate to their needs
- make it easier for students to access services
- maintaining appropriate confidentiality
- assistance to fix mistakes, where possible.

Registration and Orientation

Registration and orientation is the essential first step for Advocate Training students to ensure they clearly understand their visa conditions for studying in Australia, what is required for a successful educational experience, including maintaining course progress and attendance requirements.

On the first day at Advocate Training students attend registration and an orientation session which covers the following topics:

- Registration to complete required Advocate Training forms
- Welcome session including meeting key Advocate Training staff
- Overview of life in Australia and where to find assistance
- Academic and general administrative matters
- Students rights and responsibilities
- Advocate Training policies & requirements for satisfactory progress and attendance
- Student visa conditions overview
- Grievance procedures
- Fair Work Ombudsman
- Maintaining current contact information
- Obtaining Unique Student Identifier (USI)

- Issuing student cards
- Advocate Training campus tour
- General tour of the area for newly arrived students from overseas

Students who do not commence on the published start date and commence by the default date will be registered and undergo individual orientation.

Education Services for Overseas Students Framework

Australia provides rigorous protection for international students through the [Education Services for Overseas Students \(ESOS\) legislation](#), which requires institutions that provide education to international students, to meet nationally consistent standards in education delivery, facilities and services. Breaches of the Act are treated seriously and the penalties can be significant.

All institutions wanting to deliver courses to international students in Australia must be registered with the [Commonwealth Register of Institutions and Courses for Overseas Students \(CRICOS\)](#) and meet special registration conditions.

The [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#) provides nationally consistent standards for the conduct of registered providers and the registration of their courses.

The standards set out specifications and procedures to ensure that registered providers of education and training courses can clearly understand and comply with their obligations under the National Code.

Tuition Fee Protection

Your tuition fees are protected by Student Tuition Protection Service (TPS) through the Australian government managed fund known as Overseas Student Assurance Fund (OSTF). The Fund was established to protect the interests of overseas students on student visas or intending overseas students, who are studying or about to study in Australia.

If a college closes or ceases to trade the TPS ensures that students are able to either:

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

Information that explains your rights as a student studying in Australia under the Education Services for Overseas Students Act 2000 can be found on the Study in Australia website: <http://www.studyinaustralia.gov.au/global/australian-education/education-system/esos-act>

PRISMS

The Provider Registration and International Students Management System (PRISMS) is a secure computer system that is the information source for CRICOS.

Education institutions and their courses are listed on PRISMS, as is each student studying in Australia on a student visa. That is because this system interfaces with the Department of Home Affairs (DHA) through PRISMS education institutions notify DHA of each student's enrolment in a course. This should occur before the student applies for a student visa to study in Australia. The enrolment information generates an electronic Confirmation of Enrolment (eCoE) as evidence of enrolment in a registered, full-time course. This eCoE is a key requirement for DHA to issue a student visa.

Education providers also use PRISMS to notify Department of Home Affairs of students who may have breached the terms of their student visa.

PRISMS has reduced visa fraud and ensured education institutions keep track of the students in their care.

Student rights

The ESOS framework protects student rights, including:

- The right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from a provider and the provider's agent
- The requirement to sign a written agreement with the provider before or as fees are paid, setting out the services to be provided, fees payable and information about refunds of course money. A copy of the written agreement will be kept by the student and the RTO
- The right to get the education paid for. The ESOS framework includes consumer protection that will allow students to be placed in another course if the provider is unable to teach the course.
- The right to know:
 - How to use the provider's student support services.
 - Who the contact officer is for overseas students.
 - How to apply for course credit.
 - How to apply for enrolment deferment, enrolment suspension or cancellation.
 - The provider's requirements for satisfactory progress in the courses of study.
 - How attendance will be monitored.
 - How to use the provider's complaints and appeals process.

The student responsibilities include:

- Satisfy the student visa condition.
- Maintain Overseas Student Health Cover (OSHC) for the period of the stay.
- Meet the terms of the written agreement with the provider.
- Inform the provider of any change of address.
- Maintain satisfactory course progress.
- Follow the provider's attendance policy.

Information that explains your rights as a student studying in Australia under the Education Services for Overseas Students Act 2000 can be found on the Study in Australia website:

The Unique Student Identifier

If you're studying nationally recognised training in Australia, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime.

It's free and easy to create your own USI and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as your driver's license number and/or passport. Our enrolment process will clarify what you need to know.

There are several unique circumstances where a person may be exempt from requiring a USI. These do not apply to the vast majority of learners in Australia. The USI Exemption Table is available from the USI website which explains these circumstances. Individuals who have a genuine personal objection to being assigned a USI can apply for an exemption to the Student Identifiers Registrar. Individuals who have been exempted must show the original of this notice to their training organisation. Training organisations will not need to collect a USI in order to issue a VET qualification or statement of attainment to exempt individuals. If the student later wants a USI the training completed under exemption cannot be added to their USI account retrospectively. Further details can be accessed at www.usi.gov.au

Conditions of your visa

All international students applying to enter a training program being offered by Advocate Training must:

- Be over the age of 18
- Demonstrate good command of written and spoken English
- Have completed an equivalent secondary schooling level of a Higher School Certificate or can demonstrate suitable work or life experience
- Meet the following Student Visa (subclass 500) requirements
 - Be a genuine temporary entrant
 - Meet English language test score requirements
 - Demonstrate financial capacity
 - Hold Overseas Student Health Cover (OSHC)
 - Meet the health requirements
 - Be of good character

Under the simplified student visa framework arrangements introduced in July 2016 streamlined

evidentiary requirements apply and the student visa applicant may be able to satisfy the Department of Home Affairs of their financial capacity and English language proficiency by declaration only. This is dependent on the level of risk rating of each student visa application which is determined by taking into account the risk rating allocated to the country from where the student originates combined with the risk rating allocated to Advocate Training as a provider on the CRICOS register. The easiest way to determine the evidence required to satisfy the visa requirements is for the prospective international student to utilise the Document Checklist Tool provided with the Student Visa (subclass 500) requirements page.

<https://immi.homeaffairs.gov.au/visas/web-evidentiary-tool>

All students, regardless of their financial capacity and English language proficiency will continue to have to meet all other core visa criteria, such as

- Complete the course within the duration specified in the Confirmation of Enrolment (CoE)
- Maintain satisfactory academic progress
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Remain studying with education provider for 6 calendar months of his or her principle course, unless issued a letter of release from the provider to attend another institution
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.

Permission to work arrangements

If you have been granted your student visa, you may receive permission to work with your visa grant. This will also apply to any family member travelling with you on your student visa. You are not allowed to work until your course has started and you can work up to 20 hours a week while your course is in session (not counting any work undertaken as a registered component of your course of study). However, you can work unlimited hours during scheduled course breaks. Your family members are not allowed to work until you begin the scheduled course. Family members are allowed to work up to 20 hours per week at all times after your course has commenced.

Further information about student visa conditions can be found at the Department of Home Affairs: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#About>

Fair Work Ombudsman

The Fair Work Ombudsman (FWO), is an independent statutory agency of the Government of Australia that serves as the central point of contact for free advice and information on the Australian national workplace relations system. Phone 13 13 94 for workplace relations queries

The Office of the Fair Work Ombudsman offers employers and employees free information and advice on pay, conditions, and workplace rights and obligations under the national workplace relations system.

The Office of the Fair Work Ombudsman also investigates workplace complaints & enforces compliance with national workplace laws.

Course Delivery and Assessment

1. Delivery of Courses

To ensure that students are attending the right training program before we make an offer we conduct a review of a student's current competencies, skills and experience, including their literacy and numeracy skills, in order to enrol them in the most appropriate course to achieve their intended outcomes.

Students are required to undertake 20 hours study per week during terms comprising both theory and practical work. Advocate Training courses are structured to ensure the delivery and assessment process is both rigorous and relevant.

Students are provided with access of assessments, textbooks, learning resources and a library.

2. Course Progress Policy

Advocate Training implements its Course Progress Policy and Procedures. As per Standard 11 of National Code, the requirement for attendance monitoring is not required for ESOS purposes however; it has been factored into determining satisfactory course progress requirement at Advocate Training. The Advocate Training Course Progress Policy & Procedure outlines the conditions and intervention strategy for any student who is at risk of not meeting satisfactory course progress requirements.

In order to progress satisfactorily, overseas students must demonstrate competency in fifty percent (50%) or more of enrolled units of competency within each term. A student who is identified as falling behind in successful assignment completion will be managed via a range of intervention strategies.

An intervention strategy is an individual student plan developed by the Academic Manager aimed at improving the academic progress and attendance of a student. Intervention strategies may include additional learning support, counselling, training to develop study habits or adjustment to study program. Advocate Training will do everything it can to assist students who want to learn and progress. If the intervention strategies do not result in any improvement, Advocate Training will notify the student in writing of its intention to make a report to the Department of Education and of their right to access the complaints and appeals processes within 20 days. This report may result in the cancellation of the student visa by the Department of Home Affairs.

Attendance Requirements

Students are required to attend class 20 hours per week during term time. Attendance is compulsory and is a requirement of your student visa. Your attendance will be recorded. Advocate Training has a duty of care to its students and must know where its students are if they are absent.

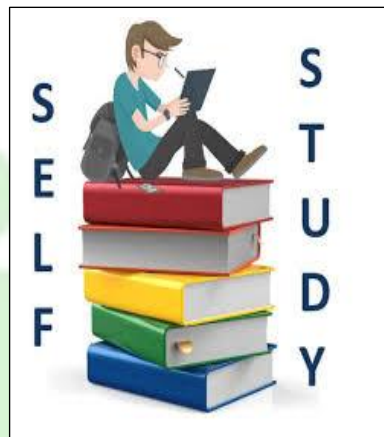
To gain the most benefit from the Advocate learning experience and to be able to complete your assessments you need to come to class and actively participate in the learning activities, and complete your self-study exercises. Joining in with your classmates makes the learning more enjoyable. It is Advocate's experience that failing to maintain academic progress nearly always involves students who have a poor attendance record.

3. Self Study

Successful completion of your course will require you to engage in unsupervised out of class self study.

The purpose of self study is to complement your formal class based learning by you completing a range of supplementary learning activities. The research says that this improves your marks, understanding and confidence.

Self-study is designed to allow you some time to reflect and to research the unit you are studying at a deeper level and in your own time.



Self-study is a weekly activity, for a specified amount of time, which is in addition to your in-class study and in addition to the assessments. It involves **reading books and articles** on the topic, **watching educational videos and working through practice questions** to reinforce skills you have learned.

You are provided with a Self Study Guide for each unit of competency. The Guide contains weekly learning activities, written exercises. and a guide to reading the text by giving the page numbers for a set amount of reading for each week. The Self Study Guide is structured to assist you to:

- review and reinforce the learning content covered in class
- deepen understanding through the completion of learning activities
- undertake research in preparation for assessment completion

The amount of time students need to spend varies with the individual. However, the specified number of hours set for the week is appropriate for satisfactory course progression.

Your trainer will monitor your self-study activity by asking questions and conducting a discussion of the outcomes of the activity at your next training session.

4. Assessment Requirements

Students are assessed in a variety of ways. The selection of appropriate assessment(s) instruments is guided by the requirements of the Unit of Competency.

Written Exercises

Written exercises may be open or closed book activities which may involve multiple choice

questions, short answer questions, case studies and reports.

Case Study/Written Report

Case studies and reports require the student to analyse, problem solve and apply their learning from the course to the situation described and which demonstrates appropriate levels of research and understanding.

Presentations /Role Plays

Assessment tasks may involve group work and presentations of information as a method of assessing teamwork and communication skills.

5. Assessment Submission

Students will receive an assessment summary at the beginning of each unit of competency. The assessment summary contains all information to ensure that students can achieve competency. One of these details is the **due date** for each assessment. Students **MUST** submit all assessments by the due date. Any assessment NOT submitted by the due date will be deemed 'not competent' and recorded as a missed assessment.

6. Assessment Outcomes

The evidence students submit will be assessed and they will be given written and verbal feedback. Each individual assessment task will be marked as either Satisfactory or Unsatisfactory. A mark of Competent or Not Competent will be given for the whole unit. If the student is assessed as Not Competent, they will be given some suggestions for improvement & asked to resubmit their material and/or redo their assessment.

If the student does not agree with the assessment result or thinks that the assessment process is not valid, or disagrees with the decision once it is made, or believe that they have been treated unfairly, they can appeal. The Appeals process is described in this Student Handbook.

7. Missed Assessment

In cases where a student has not submitted an assessment, the Academic Manager and Trainer will meet with the student to decide on the appropriate intervention strategy to ensure successful academic progress. The Academic Manager will consider the:

- The student's history in submitting assessments
- Attendance record
- Compassionate or compelling circumstances

Students may be required to pay the published Advocate Training missed assessment fee prior to undergoing the assessment. Students may access the Advocate Training grievance and appeals process if they are not satisfied with the outcome.

8. Assessment Attempts/Re-assessment

Students will be allowed two (2) further attempts at an assessment for which the outcome is Not Satisfactory, within the timeframe of a unit of competency. No additional fees will be charged.

Re-assessments are organised by Student Services and a cost maybe incurred per assessment task (see above.) Should you be unable to fulfil the unit of competency requirements following a re-assessment, you will be required to repeat the unit of competency in line with the college's policy. Student Services will advise of the cost of repeating a unit of competency and if there is a cost for re- assessment. Repeating a unit of competency is subject to timetable availability.

9. Recognition of Prior Learning (RPL)

Advocate Training has in place systems to offer Recognition of Prior Learning (RPL) to assess an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a VET qualification.

Advocate Training ensures that assessment undertaken for Recognition of Prior Learning:

- Meets the requirements of the relevant training package
- Is conducted in accordance with the principles of assessment and rules of evidence
- Meets workplace and, where relevant, regulatory requirements; and
- is systematically validated

Students may apply for Recognition of Prior Learning either before commencement or as soon as studies commence. For international students, an approved RPL will mean early completion of their qualification and the reduced duration will be reported on PRISMS.

10. National recognition (Credit Transfer)

National recognition is the recognition of learning achieved through formal education and training. Under the VET Quality Framework, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. National recognition allows a student to be awarded a unit of competency based on successful completion of the unit, which has been previously awarded.

Evidence requirements for national recognition

An applicant will be required to present his or her statement of attainment or qualification for examination by the College. These documents will provide the detail of what units of competence the applicant has been previously issued. Applicants must provide satisfactory evidence that the Statement of Attainment or qualification is theirs and that it has been issued by an Australian RTO. Statements of Attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework Implementation Handbook. The applicant is required to submit copies only which are certified as a true copy of the original by a Justice of the Peace (or equivalent).

National recognition guidelines

The following guidelines are to be followed in relation to national recognition:

- Students may not apply for national recognition for units of competence or qualification which are not included in the College's scope of registration.

- Students are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for national recognition.
- National recognition may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and applicants will be advised to seek recognition.
- National recognition is only applicable when the units of competency being claimed are issued by an Australian RTO and they are nationally endorsed within the National Skills Framework.

Advocate Training provides the student with a 'Confirming Outcome of Credit Application' letter. The students must sign this letter to indicate agreement with the outcomes of Recognition of Prior Learning applications and a copy is to be kept on the students file.

11. Plagiarism

Plagiarism will not be tolerated. Information, ideas etc. quoted or paraphrased from another source, must be acknowledged with "quotation marks" around the relevant words/ sentences or ideas and cited at the end of the document. Sources of information, ideas etc. must be provided in alphabetical order by author's surname (including author's full name, name of document/ book / internet etc. and year and place of publishing) or may be included in brackets in the text.

Students who assist others to have access to their assignment material will be deemed as equally guilty of plagiarism.

Refer to the Plagiarism Policy on the website to read the full policy.



Policy Guidelines

1. Deferring or Suspending a Course

Under the requirements of the ESOS Act and National Code of Practice for Providers of Education to Overseas Students 2018 (National Code), international students enrolled at Advocate Training are not permitted to defer commencement of their studies, or suspend their studies, except:

- on the grounds of illness evidenced by a doctor's certificate stating that student is unable to attend classes
- exceptional compassionate circumstances beyond the control of the student
- student misconduct or misbehaviour

Advocate Training may suspend or cancel a student's enrolment on the basis of misbehaviour, the student's failure to pay their fees, or breach of course progress requirements. The College will inform the student of its intent to suspend or cancel their enrolment and advise of them of their right to appeal the decision through its internal appeals process. The suspension or cancellation of a student's enrolment cannot take effect until the internal appeals process is completed.

Deferment, suspension and cancellation may affect a student's visa and Advocate Training must report on PRISMS as required under Section 19 ESOS Act where the enrolment is deferred, temporarily suspended or cancelled. If a student defers or suspends their studies on any other grounds, Advocate Training must report the student to Dept of Home Affairs via PRISMS, as not complying with visa conditions.

2. Process for Transferring to Another Provider

Under the National Code of Practice for Providers of Education and Training to Overseas Students 2018 of the ESOS Act 2000, international students are restricted from transferring between education providers prior to completing six months of their principal course of study, unless they are given a release from their RTO or can demonstrate exceptional circumstances. Advocate Training will only consider grant a release to students who has a valid enrolment offer from another registered education provider. Student transfer must meet the requirements of the National Code of Practice and ESOS Act. There will be no cost to grant release. Evidence will be retained on the student file.

All requests for a transfer are recorded on PRISMS by the RTO including the reasons for grant or refusal of release. Where a release is not granted, the student will be advised in writing providing the reasons for refusal. The student may access the College's complaints and appeals process within 20 working days if they want a review of the decision.

Students applying to transfer to another provider must use the following process:

- The student must go to reception to fill in the Cancel Request Form
- Students must complete all sections in particular the reason and circumstances for the transfer to another provider with documentary evidence
- Students who have NOT completed six months of their principal course MUST NOT provide a Confirmation of Enrolment from another provider as evidence. Students who pay tuition fees to another provider in the first six months of their principal course without first requesting termination from Advocate Training breach section 7.1 of the National Code. Students who have already completed six months of their principal course MUST provide a Confirmation of Enrolment from another provider as part of their evidence to transfer to another provider.
- The student must then make an appointment to meet with the Academic Manager to discuss the transfer request
- The Academic Manager will discuss the circumstances that constitute reasonable grounds for refusal or acceptance of the student's request including when a transfer may be considered detrimental to the student.
- Assessing and replying to the student transfer request will be completed within 5 business/working days unless insufficient evidence has been submitted with the application.
- In straightforward requests, students will be provided with an immediate signature from the Academic Manager during the interview either accepting or rejecting the transfer and termination letter request.
- In cases where other evidence needs to be provided and considered, all requirements will be noted on RTO Data with required future actions.
- In all cases, students who have not had their termination request approved may access Advocate Training's grievance and appeals process.
- Evidence will be retained on the student file

3. Extension of Student Study

Advocate Training will only extend the duration of a student's study where it is clear that the student will not complete the course within the expected duration as specified on the students CoE as a result of:

- Compassionate or compelling circumstances (e.g.: illness, where a valid medical certificate states that the student was unable to attend classes or where Advocate Training has not been able to offer a pre-requisite unit of competency)
- Advocate Training is implementing the intervention strategy for at risk students not meeting satisfactory course progress
- Advocate Training approved deferment or suspension of studies granted under the National Code of Practice

Where there is a variation in a student's enrolment load which affects the student's expected duration of study in accordance with National code, Advocate Training records this variation and the reasons on the student file and database. Advocate Training will then report the student via PRISMS and/or issue a new CoE when a student can only account for the variation(s) by extending the expected duration of study.

Except in circumstances specified as valid grounds for extension to duration as noted above, the expected duration of study at Advocate Training specified in the student CoE will not exceed the CRICOS registered course duration.

4. Reduction of Student Study

Where a student applied for and was granted credit through Recognition of Prior Learning (RPL) after orientation/commencement, the length of the CoE will be reduced via PRISMS.

Where a student course completes early, Advocate Training will notify this early course completion to Department of Education via PRISMS. Advocate Training reports early course completion on PRISMS. Refer to the Completion within Expected Duration Policy & Procedure.

5. Holidays

Advocate Training has timetabled in suitable holidays for students undertaking courses so students are not permitted to have additional holidays. Advocate Training closes on all official Federal and state Public Holidays.

6. Special Leave

Students may apply for special leave under specified compassionate or compelling circumstances. Compassionate or compelling circumstances are generally those beyond the control of the student and which are likely to have an impact upon the student's course progress or wellbeing and could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student will be unable to attend classes;
- death or illness of close family members such as parents or grandparents (doctor's or death certificate should be provided);
- major political upheaval or natural disaster in the international student's home country requiring emergency travel and this has impacted, or will impact, on the 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,
- this has impacted on the student (these cases should be supported by police or psychologist's reports);

Students are required to provide compelling documentary evidence to support their request and are advised of the circumstances and consequences regarding suspension of study as a result of special leave. The maximum time allowed for a deferment or voluntary suspension of study for special leave is 20 weeks, not including holidays. Refer to the Student Deferment, Suspension and Cancellation of Study Policy & Procedure.

Special Leave Application Procedure

Where students require special leave, Forms are available from reception and must be completed with supporting documentation attached to set an appointment with the Academic Manager. Depending upon the degree of urgency the leave application will be processed as follows:

- Serious matters will be processed immediately
- Minor matters worthy of approval will be processed within 5 business/working days

In cases where a special leave application has not been approved and the student takes leave without approval, the process for course progress will be initiated as per Policy for Course progress. Refer to the Monitoring Course Progress Policy & Procedure.

7. Sick leave

Students who are absent due to medical reasons MUST provide a medical certificate from a registered doctor. Where illness is for an extended period of time the student must notify Advocate Training as soon as practicable.

In all cases where a student is absent with or without approval or seeks retrospective approval for an absence, Advocate Training records the period as absent and retains a copy of the medical certificate on the student file and includes notes in the student diary of the college database.

Students must keep the original medical certificate(s) to provide to DHA if required. Advocate Training maintains copies of medical certificates in the student file.

8. Payment of Tuition Fees

Students must pay their tuition fee payments by the due date in order to be registered for a class. If a student has not paid their fees they are deemed to be non-financial. Non-financial students may be subject to the following:

- Students will not be registered/allocated to a class while non-financial
- Student must pay published late fees

9. Disclosure of Information

Information about students will not be provided to any other third party without the prior written consent of the student with the exception of relevant government departments, when the information will be provided with or without the consent of the student. A copy of information shared with a third party will be kept on the student's file.

Information from the student

- Students have access to all information kept on their file based upon written request
- Email requests from students for documents will not be processed. Students must write a formal letter with their signature for verification then the information/ documents will be processed
- Information about a student from a third party
 - Information requests about students from a third party will be denied unless there is written consent from the student

- Information about students will not be provided to any other third party without the prior written consent of the student with the exception of government departments, when the information will be provided with or without the consent of the student.
- A copy of information shared with a third party will be kept on student file.

Advocate Training is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.

In some cases, we are required by law to make student information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority. In all other cases Advocate Training will seek the written permission of the student for such disclosure. Advocate Training will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by a person, you need to authorise this access otherwise this access will be denied.

If you have concerns about how Advocate Training is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook. Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at: <http://www.oaic.gov.au/privacy/privacy-complaints>

In all cases, conditions of the Privacy & Personal Protection Act 1998 will be followed and adhered to by staff members and students at Advocate Training and operate in accord with Australian Privacy Principles.

Discrimination and Harassment

Discrimination and harassment involve a more powerful person or group oppressing a less powerful person or group, often on the grounds of 'difference'. These differences can be related to culture, ethnicity, gender, sexuality, sexual orientation, ability or disability, religion, body size and physical appearance, age, marital status or economic status.

Harassment is unwelcome conduct that humiliates, offends or intimidates people. Harassment is bullying conduct that is neither appropriate nor relevant. This includes words as well as acts, pictures and images and creating a hostile or threatening atmosphere. The effect is to make a person feel insulted, offended, intimidated and unable to work effectively or, ultimately safely.

Examples of bullying behaviour include unfair and excessive criticism, publicly insulting an

individual, ignoring their point of view, constantly changing or setting unrealistic work targets and undervaluing their efforts at work, or cultural insensitivity. Advocate Training does not allow any student or staff member to engage in discrimination, harassment or bullying.

Advocate Training ensures that any reported cases of discrimination, harassment or bullying are handled in a confidential sensitive manner to protect the integrity and rights of any participants. In cases where the allegation is proven with concrete evidence, the student or staff member risk termination.

Complaints and Appeals

Advocate Training is committed to providing a fair complaints and appeals process. Advocate Training recognises that a complaint and an appeal are different and therefore require a different process for responding to each.

What is a complaint?

A complaint is generally negative feedback about services, other students or staff which has not been resolved locally. A complaint may be received by Advocate Training in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students. The complaint may be about the students dealings with the College, the RTO's education agents or any related party it has an arrangement with to deliver the overseas student's courses or related services.

What is an appeal?

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

Early resolution of complaints and appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved.

Complaint and appeals handling

Advocate Training undertakes to apply the following principles to its complaints and appeals handling:

- A written record of all complaints and appeals is to be kept by Advocate Training including all details of lodgement, response and resolution.
- A complainant or person lodging an appeal is to be provided an opportunity to formally present his or her case at no cost.
- Each complainant or person lodging an appeal may be accompanied and/or assisted by a support person at any relevant meeting.

- The handling of a complaint or appeal is to commence within 10 working days of the lodgement of the complaint or appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- The complainant or person lodging an appeal is to be provided a written statement of the outcome, including details of the reasons for the outcome.
- Advocate Training shall maintain the enrolment of the complainant or person lodging an appeal during the complaint or appeals process.
- Decisions or outcomes of the complaint or appeals process that find in the favour of the student shall be implemented immediately.
- Complaints and appeals are to be handled in the strictest of confidence. No Advocate Training representative is to disclose information to any person without the permission of Advocate Training Chief Executive Officer. A decision to release information to third parties can only to be made after the complainant has given permission for this to occur.
- Complaints and appeals are to be considered on the basis of procedural fairness and lead to opportunities for improvement through a report to the CEO.
- Students may also lodge a complaint with
 - The Overseas Student Ombudsman 1300 362 072
 - National Training Complaints Hotline 13 38 73

Advocate Training considers that it would be extremely unlikely that complaints and appeals are not able to be resolved quickly within Advocate Training's internal structures.

In addition, there are a number of professional associations that can assist students with an external appeals process. The Resolution Institute, the national association of dispute resolvers with their Head Office details as follows:

Address: Level 1, 13 Bridge Street Sydney NSW

Phone: (+61 2) 9251 3366

Free call: 1800 651 650

Email: infoaus@resolution.institute

Website: <https://www.resolution.institute>



Critical Incidents

Advocate Training is committed to maintaining a safe and supportive environment for staff and students. This policy underpins our approach to respond to critical incidents that may occur and impact on the people both studying and working at Advocate Training. We are particularly mindful of our responsibility to support our students from overseas who do not have access to a normal support network.

A Critical Incident is any sudden or progressive development (event) that requires immediate attention and decisive action to prevent / minimise any negative impact on the health and welfare of one or more individuals. Critical incidents may include (but are not limited to) events such as:

- Death/suicide;
- Serious accident or injury;
- Death or serious illness of a student's family or friends overseas (in their homeland);
- Removing an individual's liberty under duress, threats of violence, assault, rape/sexual assault, aggravated burglary, biological or chemical weapons found/ present;
- Fire, bomb, explosion, gas/chemical hazards, discharge of firearms;
- Threat of widespread infection or contamination;
- Civil unrest;
- Serious damage to essential facilities and or extreme disruption to operations at Advocate Training; and
- Information which has the potential to negatively affect the reputation of Advocate Training in the media and/or wider community.

Staff Responsibility

In the first instance, the designated officer is any member of the staff who is witness to /or receives the information which triggers the critical incident.

If possible, the Chief Executive Officer is to be immediately called to the situation to assume control. In all cases the procedure below is to be followed:

Critical Incident Procedure

1. The Designated Officer (the CEO or Academic Manager or most senior staff member) is to assess the situation and consider any apparent risks to their own safety and those present.
2. Where the Designated Officer considers a critical incident involving threat to life or/ and triggering an emergency situation is occurring the Designated Officer is to contact Emergency Services by dialling 000 immediately and being put through to the appropriate service.
3. Provided there is no threat to personal safety in doing so, the Designated Officer is to take steps to minimise further damage or injury. This may involve organising willing bystanders to provide support.

4. The Academic Manager or most senior staff member available is to assume responsibility for assessing the incident and forming a Critical Incident Team if deemed necessary.
5. As soon as practical the Academic Manager or the most senior staff member available is to prepare a Critical Incident Initial Report outlining details re: the type of incident, the exact location and details of any person or persons who might be injured, or in distress and in need of counselling or at risk. Where persons affected include current students, a copy of the Student Written Agreement should accompany the report.
6. The Academic Manager and Critical Incident Team/ other staff members, will review the situation, set priorities, allocate tasks/responsibilities and coordinate an immediate response including communications (to staff, students, families of those involved, helpers, and the media).
7. Where a staff member has assumed management of the critical incident, this person will consult with and/or take instruction from the Academic Manager as necessary.
8. The Critical Incident Team will organise ongoing response/follow up (including staff briefing, counselling, review and reporting) as part of the process.
9. The Critical Incident Team will organise a de-briefing session to evaluate response procedures and make recommendations for ongoing actions if required.
10. The Critical Incident Team will produce a final report and make recommendations about handling any future critical incidents. Revision of this procedure may be part of that report.

Tasks and Responsibilities

The Academic Manager or most senior staff member available will:

1. Head the Critical Incident Team;
2. Liaise with emergency services;
3. Liaise with Diplomatic Post/Embassy/Consulate;
4. Provide notification of critical incident to most Senior Staff Member;
5. Liaise with immediate family members or guardians if appropriate;
6. Convene Critical Incident Team;
7. Formulate and execute critical incident plan; and
8. Organise debriefing, counselling and follow-up.

Informing the Police

The police must investigate all sudden unexpected death. Police actions include:

- Reporting the death to the Coroner;
- Notifying Next of Kin;
- Obtaining official identification of the deceased (this must be done by a person who has known the individual for at least the past year); and
- Conducting investigations (interviewing witnesses or others involved).

Notifying Next of Kin

Once death/injury has been confirmed, the initial contact with next of kin / significant others needs to be considered carefully. The following questions may be helpful:

- What is the appropriate manner of contact?
- What were the circumstances of the tragedy?

Ongoing support

Maintain contact with those who may need ongoing support, often at times and in locations outside of the normal class routine. The following should be considered:

- Consideration should be given to personal contact with victims and those affected by the incident outside of normal hours. Family and friends are a priority. The Critical Incident Team will assess those affected by the incident and make referrals for counselling and/or advice to agencies outside of those normally used.
- Appropriate cultural responses may be put in place, interpreters may be provided, and overseas authorities, such as embassies and legations, notified.
- Where appropriate, staff and students may need to be directed to seek professional counselling. Counselling of staff and students will be a priority for incidents where trauma may be experienced. Special Leave will be considered where necessary.
- There may be a need to issue a written statement to staff and students, within the guidelines of the Privacy Act 1988 and Australian Privacy Principles to inform them of the incident.
- There may be a need to identify others who may be affected by the incident to provide re-assurance and minimise distress.

It is important to return to normality as soon as possible. The Academic Manager should meet with staff at the end of the working day to debrief staff and assist in the recovery process.

Emergency Evacuation Procedures

During the event of an emergency that requires the evacuation of any Advocate Training campus, all students should follow the instruction of their trainer and the fire safety warden. At all times, the class **MUST** stay together to ensure the safety and wellbeing of the staff and students.

Once students have evacuated the building, they must proceed to the designated area so that the attendance sheets can be checked to ensure that all students have left the building. Students must stay with their trainer till the building is safe to re-enter or they have been dismissed.

Emergency exits are signposted with diagrams located in classrooms, hallways and other areas that indicate the appropriate exit to use and the meeting place. These procedures may be updated from time to time.

Advocate Training agrees to abide by the Work Health and Safety Act 2011 to protect the health, safety and welfare of staff and students through the provision of safe learning environments and equipment.

Emergency Procedure is as follows:

- Fire alarm sounds and the class prepare to evacuate immediately
- Students must line up ready and not waste time collecting belongings
- Floor warden (with red or yellow hard hat) will give the signal to the trainer to evacuate with the class clearly pointing out the evacuation pathway
- Trainer and students proceed to the designated assembly area using the fire stairs only (no lifts to be used in fire emergencies)
- Attendance will be taken at the assembly area to ensure that all students and staff are present and no one left on campus
- Wait in the assembly area to receive further instructions and do not leave until told to do so by the Chief Warden.

Student Support Services & Resources

Advocate Training students are provided with academic and non-academic support to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of their chosen course of study.

To ensure we meet the specific needs of our students, the College will:

- determine the support needs of individual students during the enrolment process
- ensure trainers are fully informed of student support needs prior to commencement of training
- Provide all students with access to the educational and support services necessary for them to meet the requirements of the training product as specified in the training packages

The College will provide assistance to support students to make sure they have the opportunity to successfully complete their training and assessment program by:

- Identifying particular requirements (such as literacy, numeracy, English language or physical capabilities) students would need to complete each course
- Developing strategies to make support available where gaps are identified
- Implementing individualised strategies to suit the student (as applicable)

This may include providing:

- Language, Literacy & Numeracy (LLN) support
- Assistive technology
- Additional tutorials/training, eLearning, resource materials – including podcasts and YouTube clips

The College will seek to maximise opportunities for access, participation and outcomes for all students by implementing inclusive practices throughout the delivery of all its courses.

This will be achieved by providing ongoing access to:

- All resources (physical or virtual) necessary to complete training

- Trainers and assessors through the training program
- Records held by the College
- The College will make every reasonable effort to ensure that it can accommodate a student's needs.

However, sometimes those needs are beyond the assistance that can reasonably be provided by the College. In these circumstances, individuals who require substantial additional help with their literacy and numeracy or other needs will be assisted to access specific assistance. Any costs incurred will be the responsibility of the student.

All students and staff will be provided with training in the College's obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations.

The Student Support Officer is charged with the responsibility for the care and maintenance of student welfare and the effective implementation of the organisation's obligations under the ESOS framework. The Student Support Officer is also obligated to assist students in support of their domestic circumstances, within reason, and to help the student maintain course performance. These support services are provided without cost to the students.

The Student Support Officer has the authority and responsibility to assist in addressing student welfare requirements, which may include the following:

- Absenteeism/attendance
- Accommodation
- Financial concerns
- Facilities and resources
- Telephones & communication
- Visa & immigration issues
- Complaints and appeals
- Family matters/relationship concerns
- Legal assistance
- Sexual harassment
- Employment rights

The Student Support Officer can also refer the student to a trainer or the Academic Manager regarding the following academic student support matters:

- Assessment failures
- English proficiency
- Flexible delivery
- Learning difficulties
- Performance and course progression
- Reasonable adjustment
- Study habits and problems
- Transitioning course/provider

In each matter, the student shall be encouraged to meet with the Student Support Officer and to outline their concerns. The College, through the Student Support Officer will seek to provide a supportive, empathetic and proactive environment in which the student's problems are identified by appropriate persons, who can assist the student to obtain a satisfactory outcome.

A register of support services is maintained by the Student Support Officer. A listing of resources is also in this Student Handbook.

International students will be required to attend an induction at the commencement of their studies at the College. These inductions give an overview of the College policies and procedures including the Student Handbook, administration procedures, government requirements, cultural matters, basic housekeeping issues, introduction to staff and a tour of facilities.

Library



Advocate Training has all its students enrol online with the State Library of NSW so that they can access a full research library, including a range of data bases to support their learning.

The State Library of New South Wales, part of which is known as the Mitchell Library, is a large heritage-listed special collections, reference and research library open to the public. It is the oldest library in Australia, being the first established in New South Wales in 1826

Library cards are free of charge. You can sign up for a Library card [online](#) or when you're at the Library.

With a Library card you can:

- use most of the Library's collections
- access eresources in the Library
- use most of the eresources including ebooks from anywhere (NSW residents only)
- request books from other libraries
- print and photocopy
- use library computers
- book a study room.

General Administrative Matters

Change of Address or Contact Details

Students **must** notify Advocate Training of changes to their contact details within 5 business/working days as maintaining current student contact details are a condition of an Australian student visa.

In cases where Advocate Training issues either the warning(s) or intention to report letter, the student is accountable for current address and contact details. Failure to provide current details may impact on student visa status particularly when the student fails to respond to college communication and is reported on PRISMS.

Student Card

In order to obtain a student card, students must go to reception to take a photo for Student Identification, which will be ready within 5 business/working days. Students must carry the Advocate Training student card at all times when on campus. The Advocate Training student card can be used as a concession card at museums, theatres, cinemas etc. If a student loses a student card and requires a replacement, a fee will be charged as per published fees.

Overseas Student Health Cover

Student visa holders are required to obtain Overseas Student Health Cover to cover their stay in Australia as a student. Students must make an appointment with the Administration Manager if there are any problems with OSHC.

Termination

Students wishing to terminate their course earlier than the course completion date must complete an Advocate Training Cancel Request Form stating the reason with attached evidence and attend an interview with the Academic Manager if applicable. Attached evidence includes but is not limited to a one-way airline ticket, Letter of Offer from new provider, CoE, etc

If a student requests termination of a principle course of study within the first six months, the student must apply for a letter of release which will only be granted in accord with the conditions in the National Code of Practice. If a student fails to inform Advocate Training that they have terminated their studies, intervention will be initiated and failure to respond will result in reporting on PRISMS.

Extending Course Duration

Students requiring an extension of time to complete their course must make an appointment with the Academic Manager. The only reasons for extension of course duration are:

- Compassionate or compelling circumstances
- Result of intervention
- Suspension of studies

Advocate Training is required to issue a Student Course Variation (SCV) on PRISMS and include the reason.

Educational Agents

Please note that we may use Educational Agents in the recruitment of international students. Please see the website for a list of educational agents with whom Advocate Training has an agreement.

Student Request Forms

Students may request information from Reception. All student forms are available at reception and any required evidence will be explained by reception to ensure that students receive information and support in a timely manner.

Advocate Training Campus Guidelines

Advocate Training students must adhere to the following:

- Behave and speak to everyone at Advocate Training in a polite and friendly manner
- Respect all nationalities, religions, genders, etc
- Maintain valuable items securely at all times
- Respect the teaching and learning process
- Follow the published grievance and appeals processes to solve problems
- Access Advocate Training grievance and appeals process with a positive attitude
- Contribute to the positive learning environment
- Treat Advocate Training equipment and facilities with respect
- Maintain good hygiene
- Contribute to the safe learning environment
- Refrain from smoking on campus

Advocate Training will contact relevant government authorities if a student brings any of the following to the Advocate Training campus:

- Drugs
- Alcohol
- Weaponry
- Pornography

Students who bring any of the above to Advocate Training campus will be reported to authorities, immediately and terminated for disciplinary reasons and reported on PRISMS with the intention that the student visa will be cancelled by Australian Immigration.

Advocate Training Classroom Guidelines

During theory and practical classes students will:

- Turn off mobile phones
- Develop group and cooperation skills in the learning process
- Maintain a positive attitude when learning becomes difficult
- Participate in all activities
- Follow the trainer's instructions
- Respect the right of all classmates to learn
- Respect the right of the trainer to train and assess
- Request the trainer's permission if it is essential to leave the classroom

- Submit formative and summative assessments on time

Student Feedback

Students will complete the following at the end of each study period:

- Learner Engagement Questionnaire - Quality Indicator
- Advocate Training Student Feedback

Students are requested to answer these feedback forms honestly to assist Advocate Training to undertake continuous improvement of training, assessment, facilities, services, etc. This feedback is welcome and treated as a valuable opportunity to ensure student views are formally addressed and acknowledged for action.

If a student identifies an improvement that can be made at Advocate Training, this information can be provided directly to the trainer or Academic Manager at any time.

Course Requirements and Payments

- Prospective students must provide evidence of educational entry requirements and 5.5 IELTS or equivalent (where applicable) to commence the course
- Students must complete a minimum of 6 months of their principal course as stated in their agreement before applying to transfer to another provider;
- If the student has nominated an authorised agent, Advocate Training will honour that agent until the completion of the enrolled course;
- Students must pay the enrolment fee, first tuition instalment and resource fees in full prior to commencement
- Students must pay the full tuition fee instalment for each term delivery in advance;
- In the case where instalment payments are indicated as the preferred option Advocate Training will invoice for subsequent payments which are payable two weeks before commencement of the term delivery period or defined as the next term
- A Late Fee of \$100 will be applied for all payments received after the published due date for instalments
- Non-financial students will not be included on the class attendance sheet until outstanding fees have been paid
- Student's enrolment can be cancelled due to unsatisfactory academic progress, non-attendance, academic misconduct or non-academic misconduct.

Terms and Conditions

After the applicant is offered a place in a course and signs Advocate Training's Letter of Offer & International Student Acceptance Agreement Form a binding contract is made between the student and Advocate Training. The contract is governed by the laws of the Commonwealth of Australia and the State of NSW.

Students will not be permitted to commence or continue their course until all fees or charges are paid. All fees are payable two weeks before course commencement however to be eligible for acceptance into a course payment should be made when returning the signed International Student Acceptance Agreement Form to Advocate Training.

Provision has been made to protect payments received in advance by students as stated under the conditions of Tuition Protection Service. All course fees will be deposited into the Advocate Training Student Fees Account. When the student commences their course, Advocate Training will withdraw these funds from the Student Fees Account.

In the case where a student has accepted and paid fees for a conditional offer for a place in an Advocate Training course evidence of a student's English level to meet the requirements of that course must be provided in advance of the course start date otherwise Advocate Training reserves the right to defer the students start date until the next available course intake.

Refund and Cancellation

Refund and Cancellation Policy:

All requests for refunds of fees must be made in writing using the Refund Request Form which may be obtained from Advocate Training Reception. The form must be signed by the student and the cancellation fee will be calculated as shown in the table:

Event	Cancellation fee Information
Visa refusal (Proof of refusal is necessary)	Fully refund tuitions less the \$200 Application/Enrolment fee
If the student cancels 28 days or more days prior to the course commencement	80% refund of tuition fees paid
If the student cancels within 28 days prior to the course commencement	50% refund of tuition fees paid
Application/Enrolment fee	No refund
If the student cancels after Course Commencement Date	No refund provided

1. Advocate Training enrolment and accommodation placement fees are non-refundable in any circumstances

2. In the case where a student enrolls through a registered Advocate Training agent a refund will be paid to this agent.
3. If the visa application is rejected, tuition fees are refunded in full. Advocate Training requires official confirmation from the local Australian Embassy or Consulate that a visa was not obtainable.
4. If a student defers their course start date then the refund policy will apply from the student's original course start date and not the deferred start date.
5. Advocate Training fees are not transferable to another person.
6. No refunds will be made for classes missed due to exams, excursions, internships or other obligations that fall outside the normal schedule of classes.
7. In the case of a student being suspended or expelled there will be no refund of fees.
8. Advocate Training reserves the right to cancel a course if intake numbers are insufficient. In the unlikely event that Advocate Training is unable to deliver a student's course in full, a refund will be offered for all the course money paid to date. The refund will be paid to the student within 2 weeks of the day on which the course ceased being provided. Alternatively, enrolment may be offered in an alternative course by Advocate Training.
9. In the unlikely event of Provider default resulting in Advocate Training being unable to provide a refund or place to a student in an alternative course, Advocate Training will notify this default to the Tuition Protection Service (TPS) Director. The TPS Director will then allocate the student a period within which they are able to choose an alternative course from the options provided.
10. Advocate Training reserves the right to change its fees and conditions in accordance with changes in the current economic and/or legal conditions and to alter course timetables and class locations within reason at any time without notice.
11. Changes of tuition fees will not apply to students who have paid and or have already commenced their course.
12. If a student believes that these changes are unreasonable they have the right to access Advocate Training's complaints and appeals processes and to also take further action under Australia's consumer protection laws.
13. Advocate Training reserves the right to deny a student access to Advocate Training's premises and to withdraw its other services if their conduct disrupts the normal operation of the college. Advocate Training's complaint resolution processes do not circumscribe the

student's right to pursue other legal remedies.

14. Refund payments will be made in Australian Dollars (AUD).
15. All refunds agreed to by Advocate Training will be made within four weeks of receiving the Advocate Training Student Request for a Refund Form. Refund request forms are available at reception.
16. This agreement, and availability of complaints and appeals processes, does not remove your right to take action under the Australian Consumer Protection laws.

Overseas Students Ombudsman:

GPO Box 442, Canberra ACT 2601, Australia

Tel: 1300 362 072 (in Australia), +61 2 6276 0111 (outside Australia)

Email: ombudsman@ombudsman.gov.au Web: www.oso.gov.au

Statutory cooling off period

Under the Australian Consumer Law, most products and services bought in Australia come with automatic guarantees that it will work and do what you asked for. Businesses must provide these automatic guarantees regardless of any other warranties they give to you or sell you. If a business fails to deliver any of these guarantees, you have consumer rights for:

- repair, replacement or refund
- cancelling a service
- compensation for damages and loss.

See the NSW Fair Trading website for specific information on guarantees, contracts and warranties as it applies in NSW. <https://www.fairtrading.nsw.gov.au/buying-products-and-services/guarantees,-contracts-and-warranties/contracts>

Please also see the information in this Student Handbook on

- Complaints and appeal policy and procedure.
- Fees and refund policy

The Standards for Registered Training Organisations require a person to be informed of their right to a statutory cooling off period. A statutory cooling off period is defined within the Australian Consumer Law which was introduced in 2011. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows

a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty. All students are recommended to refer to the Australian Consumer Law, Sales Practices Guide for further details about a statutory cooling off period and our general obligations for consumer protection during the enrolment process.

It must be noted that Advocate Training does not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not likely to be applicable to our learners who have enrolled into a program. For refund option in other circumstances, learners must refer to the refund policy.

Change of Session

Students will not be permitted to change their session after week one when the classes have been allocated unless there is sufficient evidence to support the change. Student employment does NOT constitute a valid reason for change of session as the conditions of the student visa to demonstrate satisfactory academic progress is the first priority.

Advocate Training Services and Facilities

Reception

At reception students can:

- Pay tuition
- Request information about enrolment & attendance
- Book and pay for social activities
- Send scanned documents
- Pick up parcels
- Collect Advocate Training student card
- Request information
- Obtain all forms

Social Activities

Advocate Training organises regular social activities:

- Full day excursions
- Weekend trips
- Sport activities

Student Engagement Area

Advocate Training student room includes:

- Computers
- Learning and activities resources
- Tearoom self-service
- Notice boards (jobs, accommodation, social activities, etc)
- Wireless internet access

Student Counselling

Students can access the following support:

- Educational counselling about their educational progress and future career plans
- Personal or cultural matters

Students go to reception and make an appointment to meet with the Advocate Training student support staff that will provide them with support and/or referral if required.

Health

Health Cover

All students on a student visa pay for health cover prior to arrival in Australia. These health cover cards are sent to Advocate Training and students can collect them from Reception.

Once the health cover card or membership number has been issued, students can claim money back on a visit to a doctor or hospital in Australia. To claim, students must take the receipt of payment to the nearest Health care provider (Medibank or Bupa office etc.).

Doctors

Students should make an appointment to see a doctor if they are sick and request a doctor's certificate to account for the absence. On return to Advocate Training, provide reception with a copy of the medical certificate and retain the original. Medical certificates are not used to adjust attendance and the time will be recorded as absent.

Dentists

Reception can provide a list of nearby dentists in an emergency situation.

Hospitals

Students can go directly to a hospital if the situation is urgent and it is after hours. However, there may be long waiting periods.

Life in Australia



Study in Australia

<https://www.studyinaustralia.gov.au/>

This is the official Australian Government website for international students. You can search for courses, institutions and scholarships, read about studying and living in Australia, watch stories from other students, and learn about Australian education.

Cost of Living

As from 23 October 2019, the 12-month living cost is calculated as \$21,041 AUD per year plus tuition fees and insurance to live in Australia. There is an additional living cost of \$7,362 per year for a student's spouse and a further \$3,152 per year for a child.

Further information about living in Australia is available at the Department of Home Affairs.

The Department of Home Affairs also published The *Beginning a Life in Australia* booklet. This publication is filled with helpful information and is recommended reading. The booklet is available online at: <https://immi.homeaffairs.gov.au/settling-in-australia/settle-in-australia/beginning-a-life-in-australia>. It is recommended that you view the booklet on a computer as it contains links to many websites that provide additional information.

If your children are travelling with you as dependants on your student visa, you will have to pay fees for them to go to any Australian school (regardless of whether the school is state or private). School fees vary according to the age of your children and the state or territory that you live in, but expect fees of around A\$4,000 to A\$17,000 per year, per child.

On a student visa, students are permitted to work up to 40 hours per fortnight during study periods. During non-study periods such as timetabled breaks, students may work additional hours. Student working rights are intended to add to student income rather than be the main supporting factor.

To work, students need a Tax File Number (TFN). To apply for a TFN students can undertake any of the following:

Online Application:

- Go to www.ato.gov.au and apply on line
- Go to 'For Individuals' and click 'Apply for a Tax File Number'

- Go to applying for a TFN and click 'Online individual tax file number registration (Nat4157)'
- Go to 'Apply for Tax File Number'
- Scroll to the bottom of the page and click 'next'
- Follow the instructions until you are finished

Appointment: Call 132861 to make an appoint

Visit: visit the Australian Taxation office (ATO) Sydney Office

NB: International students will need a passport number and Australian address.

Banking

To open a bank account in Australia or get an ATM card with a PIN (Personal Identification Number) international students must have:

- Advocate Training Confirmation of Enrolment (apply at reception)
- Passport
- Driver's license, credit card or bill (if you have been in Australia longer than 4 weeks)
- To get money sent from overseas, the easiest way is to arrange direct transfer over the internet

Banking hours: Monday to Friday 9.30am to 4.00pm

Transport

Transport in Sydney is provided by an extensive network of public transport operating modes including suburban rail, light rail, buses, metro and ferries, as well as an expansive network of roadways, cycleways and airports. According to the 2006 census, in terms of travel to work or study Sydney has the highest rate of public transport usage among the Australian capital cities of 26.3% with more than 80% of weekday trips to/from Central Sydney being made by public transport. According to the New South Wales State Plan, the state has Australia's largest public transport system. The public transport network is regulated by Transport for NSW.

<https://transportnsw.info/>

Bus Train Ferry Information:

Line PH: 131 500 <https://www.131500.com.au>



An **OPAL Card** is for use on buses, trains and ferries. It's free to get, the student just has to top up the credit for travelling. The opal card can be ordered online, purchased at newsagents or at the train station. There are also free bus timetables available. **For all Sydney Trains and Ferries**, you need to get an Opal card from a rail station or order online: <https://www.opal.com.au/>

Useful Contacts & Information

The following is a list of some important phone numbers that students may find useful during their studies at Advocate Training:

Emergency - Police / Ambulance /Fire	000
Department of Home Affairs	131 881
Medibank (OSHC)	13 23 31
BUPA (OSHC)	13 41 35
Legal Aid NSW helps people with their legal problems Help over the phone Find information Factsheets and resources are available to help you with your problem Get advice from a lawyer Free face-to-face advice provided on most legal issues Help at court Lawyers are available to assist you at many courts and tribunals across NSW	1300 888 529
Lifeline Crisis Support Free 24-hour help	13 11 14
Beyond Blue – anxiety and depression Free 24 hours a day, 7 days a week	1300 22 4636
St Vincent's Hospital 390 Victoria St, Darlinghurst NSW 2010	8382 1111
Haymarket Medical Centre 5/650 George St, Sydney NSW 2000	9283 2808
Public Transport Information Line	131 500
Lifeline Counselling Service (telephone counselling)	131 114
Translating and Interpreting Service (24 hours)	131 450
Taxis Combined	133 300

Consulates: To find a country's consulate address and details:

- Internet: <http://dfat.gov.au/about-us/Pages/foreign-embassies-and-consulates-in-australia.aspx>
- Yellow Pages under 'Consulates and Legations'

What to do in Sydney

Students can experience many activities including but not limited to music, art, sport or outdoor activities. Students will find something to suit their interests. For information on what to do and what's happening in and around the Sydney refer to the following:



Daily Newspapers

Sydney Morning Herald: Metro guide every Friday www.smh.com.au

The Daily Telegraph: "7 Days" every Thursday

Free publications

Beat Magazine - Music, concerts etc.

Sydney: The Official Guide – Tourist information booklet

Can be found outside newsagents, in music/video stores & tourist information centres etc

Websites

www.sydney.citysearch.com.au

www.cityofsydney.nsw.gov.au/whats_on.asp

www.timeout.com/sydney

www.whatsonwhen.com

Ticketek

For tickets to upcoming sporting matches, shows, musicals, concerts & other major events

Ph: 9266 4800 Website: www.ticketek.com.au

Cinema

On Tuesday nights most movies are half price and cinema details can be found in the newspaper's entertainment section or on the cinema's website:

Hoyts: www.hoyts.com.au

Village: www.village.com.au

Greater Union www.greaterunion.com.au

Sightseeing

The following is a list of some of the most popular sightseeing destinations in Sydney

Sydney Opera House	www.sydneyoperahouse.com.au
The Rocks	www.therocks.com.au
Darling Harbour	www.darlingharbour.com
Chinatown	www.chinatown.com.au
Art Gallery of NSW	www.artgallery.nsw.gov.au
Queen Victoria Building	www.qvb.com.au

Welcome to Australia

