



**Rosehill  
College**

## Student Handbook

AI SL Pty Ltd T/A Rosehill College  
RTO No: 41257 | CRICOS Code: 03622A  
Level 2 & 4, 616-620 Harris Street, Ultimo NSW 2007, Australia  
T: (02) 9211 1288 | E: [info@rosehillcollege.edu.au](mailto:info@rosehillcollege.edu.au)  
[www.rosehillcollege.edu.au](http://www.rosehillcollege.edu.au)

### Disclaimer

This Guide, 'Student Information Handbook' has been developed by Director of Study to support Rosehill College students before enrolment and during study process.  
CRICOS number (03622A), National Code (41257)



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## **Our Mission**

We are striving to provide all with equal and affordable education opportunities. hence, we are dedicated to shaping the future and understanding the past, through:

1. Offering students with a wide range of disciplines and flexible curriculum.
2. Emphasizing on maximizing every student's potential.
3. Welcoming diverse and talented students from anywhere in the world.
4. Continuously consolidating our unique knowledge about Australian Education sector.
5. Providing an environment which promotes effective learning and growth of each individual with the community.
6. Developing and maximizing learning opportunities and teaching skills.
7. Fun, friendly and highly supportive environment will assist you with your study on a daily basis.
8. We can assist, support and transform your dreams into international opportunities.

## **Our Campus**

We are located in the heart of the CBD Sydney, one of the most popular destination for international students. Overseas students love Aussie sun, summer barbeque and laid-back, relaxed lifestyle. Hence, Sydney offers the most stunning and breath-taking beaches, such as Manly, Bondi and Coogee. The jewel in Australia's crown is without question our beloved city of Sydney, which is the most vibrant and enjoyable city in the world. Our Ultimo campus in Sydney is situated within a walking distance of Central station and main bus interchange, which is easily accessible to all students living in different suburbs.

We believe the social aspects of beginning a new life in any country are also a focus of classroom and excursion activities. Therefore, along with our experienced trainers and education experts, the modern classroom technologies and facilities in Rosehill College will provide students better guidance in both their studies and leisure life in Australia.



## Student Orientation and Enrolment

Students will receive a short, **compulsory** orientation session on a specified date the at 10am the week prior to commencement of your first class. The orientation session covers the information listed below. You **must** attend this orientation program otherwise you may miss out on information that affects your study. The purpose of the orientation session is to provide an introduction to studying at Rosehill College.

### Prior to commencement of class

Please locate and read the following information in this handbook:

- Student support services
- Assessment and appeals
- Recognition of prior learning / mutual recognition
- Satisfactory course progress
- College contacts (Staff)
- Student complaints and appeals
- Plagiarism and cheating
- Student code of behaviour
- Attendance expectations
- Keeping address and contact details up-to-date
- College facilities and resources
- Student deferral, suspension or cancellation
- Additional student fees

### In your first class

At the commencement of your first session your Trainer will detail and explain the following:

- Learning resources and assessment program
- Work health and safety
- Facilities and equipment
- Assessment requirements
- Your questions



## College Contact Details

The Chief Executive Officer, Director of Studies and Student Services & Administration Manager can be contacted as indicated below:

Head Office Level 2 & 4, 620 Harris Street, Ultimo NSW 2007

Campus Level 2 & 4, 620 Harris Street, Ultimo NSW 2007

Head Office Phone 02 9211 1288

Email [info@rosehillcollege.edu.au](mailto:info@rosehillcollege.edu.au)

Send all documents to the Head Office address.

## Fees and refund arrangements

### **Payment schedule**

The fees applicable to each course and category of student as well as fee-payment schedules are detailed in the applicable Student Application Form, available from the College reception counter.

### **Refunds**

Refund application requests must be made in writing on the Student Refund Request Form provided by the College reception counter.

Refunds will be paid in accordance with the conditions agreed to on the signed and dated Written Agreement, except in case of Provider Default or Student Visa Cancellation. In the case of Provider Default or Student Visa Cancellation students will receive refund within 10 working days of the day on which Rosehill College defaults on the commencement or delivery of the course.

The Student Services & Administration Manager or the Chief Executive Officer must approve student refunds.

### **Missed payments**

Students who do not make instalment payments by the due date will be excluded from attendance and have their enrolment suspended for the lesser of one week or until the missed instalment payment is made. If the missed instalment payment has not been made at the end of the one-week suspension the student will have their enrolment cancelled.

### **Fee changes**

Prior to a student enrolling fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student, then any fee increases



will be required to be paid for the extended component of the course. Minimum of \$800 is required.

### **Tuition protection service**

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international 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

The Tuition Protection Service website is <https://tps.gov.au/>

### **Other information & conditions**

Important: Students must notify the College of changes of address, telephone number, email address and fax number within 7 days of the change. This is required so that students can be contacted and receive important information which may affect their course or their enrolment.

The availability of complaints and appeals processes does not remove the right of the student to take action under Australia's consumer protection laws.

Students are entitled, at no additional cost, to a formal Statement of Attainment on course withdrawal or cancellation, prior to completing the qualification, provided the student has paid in full for the tuition related to the units of competency to be shown on the Statement of Attainment. Course credentials (awards, statements of attainment, transcripts) will not be issued to students who are in breach of any part of this agreement.

Students are entitled to 2 assessment attempts for each unit. If a student is unsuccessful after 2 assessment attempts, they will be required to repeat the unit and the students will be required pay a repeat unit fee of \$800.

### **Testamur reissue**

Testamur: (diploma, certificate, and statement of attainment) will only be reissued after applicants:

- supply a statutory declaration indicating the reasons for applying for a reissue; and
- confirm their identity using the 100 points system of identification service provided to businesses by Australia Post – <http://auspost.com.au/business/in-person-id-checks.html>





- The reissue is approved by the CEO or a person specifically nominated by the CEO to approve a reissued testamur
- Fee charge: \$100.00 for a reissued testamur.

## Information for Students

### ROSEHILL COLLEGE obligations

Rosehill College is responsible for:

- a) The quality of the training and assessment in compliance with the VET Quality Framework. More details about the VET Quality Framework can be found on the ASQA website <http://www.asqa.gov.au/vet-registration/understand-the-requirements-for-registration/understand-the-requirements-for-registration.html>
- b) For the issuance of the AQF certification documentation. More details about the AQF certification standards can be found at <http://www.aqf.edu.au>
- c) Advising students, in advance, of any changes to the services, including new subcontracting arrangements or a change to existing subcontracting arrangements. This will be done by an announcement on the College web site.
- d) Advising students about their rights via the Code of Practice published on the College web site
- e) Advising students about the complaints and appeals procedure via the College web site.
- f) Advising students if the College, or a third-party delivering services on behalf of the College, closes or ceases to deliver a unit or units that the learner is enrolled in. This will be done by an announcement on the College web site.
- g) Advising students about any changes to services. This will be done by an announcement on the College web site.

### Course assessment

A number of approaches to course assessment are used by College staff. Assessment approaches may include observation of performance in class, workshops, case studies, projects, assignments, presentations, role plays, written tests and exams. This may include use of simulated work environments, including the simulated workplace on Level 4 and workplace policies and procedures, such as via the Bounce Fitness.

Students will be given advance warning of the time and form of any assessment and will not be expected to sit an assessment they have not prepared for.



Students are entitled to a maximum of two assessment attempts for each unit. If a student is unsuccessful after 2 assessment attempts, they will be required to repeat the unit and the students will be required pay a repeat unit fee of \$800. Not attending for a scheduled assessment will be counted as one assessment attempt for each occurrence unless:

- a) the student can provide a certificate from a registered medical practitioner indicating that the student was medically unable to attend the assessment; or
- b) the student can provide independent evidence of exceptional compassionate circumstances beyond the student's control, such as serious illness of a close family member to explain the non-attendance at the assessment.

### **Course delivery**

A number of approaches to course delivery are used by College staff. Approaches may include teacher led classroom delivery, workshops, seminars, tutorials and supervised study. During class time students will be expected to participate by, for example, answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations and role-playing situations.

### **College locations, facilities & resources**

The College is located within an educational hub, with convenient access to trains and buses. The College has general-purpose classrooms, Internet access, student facilities for study, and computer access. Students could contact the Student Services & Administration Manager to arrange access to the online library resources. Students will be given at least 20 working days' notice before any relocation of the training premises.

### **Students learning materials**

Each student will be given below learning materials on the orientation day, at additional cost to the student as it is included as part of the tuition fee:

- a) Student Workbooks for each unit of competencies within the enrolled qualification(s) at Rosehill College.

### **Credit transfer**

Credit transfer applies to situation where students have completed units identical to those they are currently enrolled for at another provider. Credit will be granted in accordance with the Credit Transfer procedure. To apply for credit transfer students must complete the Credit Transfer Application Form and attach copies of verified documents to support the application. There is no reduction in tuition fees if Credit Transfer is applied for or granted.



### **Qualifications to be issued**

Students completing all assessment requirements for a qualification will be awarded a certificate corresponding to the completed course. Students completing assessment requirements for part of a qualification will be awarded a Statement of Attainment indicating which modules or units of competency they have completed.

Students are entitled, at no additional cost, to a formal Statement of Attainment on withdrawal, cancellation or transfer, prior to completing the qualification, provided the student has paid in full for the tuition related to the units of competency to be shown on the Statement of Attainment.

### **School-aged dependents**

There are requirements for compulsory school attendance for children or dependents of international students. In New South Wales it is compulsory for children to attend school until the age of 17. The choice of schools includes public schools, private schools and religious schools. People over the age of 17 can continue to attend school until they have completed year 12. Dependents of persons holding a student visa may be required to pay full fees in any school, college or university that they enroll in whilst in Australia.

### **Recognition of prior learning (RPL)**

Recognition of Prior Learning (RPL) is a process designed to recognise previous formal or informal learning, work and life experiences that the student may have had to the extent that they are relevant to the course outcomes.

The RPL process allows students to receive recognition under these circumstances and therefore focus more on areas where they need to achieve competencies, in order to gain their qualifications. Students who believe they already have some of the competencies in the course may apply for Recognition of Prior Learning (RPL). An essential requirement of RPL is that you can prove that you currently have the required competencies in the unit applied for.

An RPL application may only be made after enrolment and payment of fees. It must be made using the Rosehill College RPL application form which is available on College website. RPL in a unit will only be granted if students complete the College RPL assessment requirements for that unit.



## Student support, welfare and behaviour

### **Access and equity policy**

Rosehill College Code of Practice includes an Access and Equity Policy. This document is available on College website <https://rosehillcollege.edu.au>

### **Complaints and appeals procedure**

The College has a complaints and appeals procedure to provide students with a fair and equitable process for resolving any complaints or appeals they may have. See page 17 below for details.

### **College contact**

Contact the Student Services & Administration Manager for assistance if you have any difficulties with your course, study requirements or assessment.

Name Anna Sharonina

Email [info@rosehillcollege.edu.au](mailto:info@rosehillcollege.edu.au)

Phone 02 9211 1288

### **Chief / Principal Executive Officer contact detail is:**

Name: Ms Janice Wunderlich

Phone: 02 9211 1288

Email: [dos@rosehillcollege.edu.au](mailto:dos@rosehillcollege.edu.au)

### **Student Services & Administration Manager contact detail is:**

Name: Dr. Anna Sharonina

Phone: 02 9211 1288

Email: [Anna.Sharonina@rosehillcollege.edu.au](mailto:Anna.Sharonina@rosehillcollege.edu.au)

### **Counselling Appointment**

Tuesday: 1pm-2pm (Meeting room, level 2) Thursday: 5pm-6pm (Meeting room, level 2)

In order to make an appointment please see receptionist at level 2.

### **Academic Support**

Monday: 10am – 11am (room 202, Level 2)

Wednesday: 1pm – 2pm (room 202, Level 2)



## Relevant legislation and information

A range of legislation and information applicable to staff and students.

Fire, ambulance and police emergency	000
Translating and Interpreting Service	131 450
Life Line 24 hour Counselling, Advice and Referral Services	131 114
Complaint or Problems	<a href="http://www.oso.gov.au">www.oso.gov.au</a>
CRICOS Legislation and Regulation	<a href="https://internationaleducation.gov.au/Regulatory-Information">https://internationaleducation.gov.au/Regulatory-Information</a>
International Student Legal Advice Redfern legal services	9678 7645
Work Health & Safety	<a href="http://www.safework.nsw.gov.au">www.safework.nsw.gov.au</a>
Protection of Student Fees	<a href="http://www.tps.gov.au">www.tps.gov.au</a>
NSW Transport Information (Bus/Train/Ferry)	131 500
RTO and CRICOS registration	<a href="http://www.asqa.gov.au">www.asqa.gov.au</a>
Study Information	<a href="http://www.studyinaustralia.gov.au">www.studyinaustralia.gov.au</a>
Telephone Interpreter Service	131 450
Lifeline (Crisis Support)	131 114
Alcohol and Drug Information Service	9361 800
Sexual Assault, Domestic and Family Violence Counselling Service	1800 737 732
Department of Immigration and Border Protection	131 881
NSW Multicultural Health Communication Service	9816 0347
Family Planning (for pregnancies)	8752 4300
Sydney Sexual Health Centre (for sexually transmitted diseases)	9382 7440



Training.gov.au	<a href="http://training.gov.au/">http://training.gov.au/</a>
Equal Opportunity	<a href="http://www.lawlink.nsw.gov.au">http://www.lawlink.nsw.gov.au</a>
NSW Legislation	<a href="http://www.legislation.nsw.gov.au/">http://www.legislation.nsw.gov.au/</a>

There may be additional, course-specific, legislation that is relevant. Information about this legislation will be communicated during the course.

### Plagiarism and cheating

Plagiarism is a form of cheating. It is taking and using someone else's thoughts, writings or inventions and representing them as your own. Plagiarism is a serious act and may result in a students' exclusion from a unit or a course. When students have any doubts about including the work of other authors in their assessments, they must consult with their trainer to discuss the matter. The following list outlines some of the activities for which a student can be suspected of plagiarism or cheating:

- Presenting any work by another individual or group as one's own, intentionally or unintentionally
- Handing in assessments markedly similar to or copied from another student
- Allowing another student to copy one's work
- Handing in assessments without the adequate acknowledgement and referencing of sources used, including materials taken totally or in part from the internet.

Legitimate cooperation between students on assignments is encouraged, since it can assist learning, understanding and group work may form part of assessments. It is legitimate for students to discuss assignment questions at a general level, provided everybody involved makes some contribution. However, students must produce and submit their own individual written work. Copying someone else's work is plagiarism and is unacceptable.

### Copyright

Students must be careful when photocopying the work of others. The owner of the material may take legal action against students of the college if the owner's copyright has been infringed. Students are allowed to do a certain amount of photocopying for research or study purposes. Generally, 10% or one chapter of a book is acceptable, where the participant is studying with, or employed by, an educational institution.



## Student Code of Behaviour

The Student Code of Behaviour requires the following rights and expectation to be respected and adhered to at all times.

- The right to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
- The right to be free from all forms of intimidation
- The right to work in a safe, clean, orderly and cooperative environment
- The right to have personal property (including computer files and student work) and ROSEHILL COLLEGE property protected from damage or other misuse
- The right to have any disputes settled in a fair and rational manner (this is accomplished by the Complaints and Appeals Procedure)
- The right to work and learn in a supportive environment without interference from others
- The right to express and share ideas and to ask questions
- The right to be treated with politeness and courteously at all times
- The expectation that students will not engage in copyright breaches, cheating or plagiarism
- The expectation that students will submit work when required
- The expectation that students will maintain consistent participation by attending all required classes and assessments
- The expectation that students will attend all required classes and assessment as part of the requirement to progress through the course satisfactorily and complete the course in within the time frame notified on the student enrolment form

## Non-compliance

For non-compliance with the Student Code of Behaviour the following procedure for discipline will be followed:

- A member of ROSEHILL COLLEGE staff will contact the student in the first instance and arrange a counselling meeting to discuss the issue or behaviour and to determine how the issue might be rectified. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file. (Step 1)
- Where there is a second breach of the Student Code of Behaviour, the student will be invited for a personal interview with the Director of Studies to discuss this further. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file. (Step 2)
- Should a third breach of the Student Code of Behaviour occur after the



stage 2 meeting, the student will be provided with a final warning in writing and a time frame in which to rectify the issue. A copy of this letter will be included on the student's personal file. (Step 3)

- After the three steps in the discipline procedure have been followed, and breaches of the Code of Behaviour still continue, training services will be withdrawn and the student will be sent a student suspension or cancellation letter.
- Failure to attend scheduled meetings may result in the College deciding to suspend or cancel a student's enrolment.
- At any stage of this procedure students are able to access the College Complaints and Appeals Procedure to settle any disputes that may arise.

### Student Support Services

The College Staff are available to provide general advice and assistance with matter such as:

#### Studying

Students who are experiencing difficulties with study should contact the Director of Studies for further assistance.

#### Accommodation

We have a homestay provider to cater for a wide range of budgets, with safety and comfort as the foremost concerns for our students.

#### Counselling

Our multilingual Student Services & Administration Manager has an extensive knowledge of Rosehill College programs and services, as well as other educational and vocational pathways, so he can help you see 'the big picture'. He can also give you help or advice on general health related issues, personal problems, and referral to other services such as legal, medical etc.

#### Information Technology (IT) support

Our Student Services & Administration Manager can advise you on general IT related issues within the College.

#### Language Literacy and Numeracy support

Please contact the Director of Studies for further assistance.

Students requiring special or intensive assistance must contact the Student Services & Administration Manager who may refer them to external support services if required. These services are provided with no additional cost to the student.





**Student Services & Administration Manager:**

Name: Anna Sharonina. Phone: 02 9211 1288

**Director of Study:**

Name: Janice Wunderlich Phone: 02 9211 1288

### **Change of address and contact details**

You are required to advise the College of your residential address and telephone number and of any subsequent changes to your residential address and telephone number whilst enrolled in a course. It is your responsibility and in your own interests to ensure that you always update your address details at the College to ensure you receive important information that the College may send to you from time to time.

On commencement and at least every six months whilst you are enrolled at the College you will be asked to review and update your contact information with the College.

### **Student initiated deferral or suspension of enrolment**

Students may initiate a request to defer commencement of studies or suspend their studies. Students wishing to defer the commencement of studies or suspend their studies must apply to do so in writing to the College using the Student Deferral, Suspension or Cancellation Application Form or in writing by email, fax or post.

### **Student cancellation of enrolment**

Cancellation of enrolment will trigger the refund arrangements in the agreement between the College and the client organisation. Students who cancel their enrolment and think a refund is due must apply for a refund. Refund applications must be made in writing to the Student Services & Administration Manager. The refund application form, available from College website, may be used as the written application. Written applications for refunds will also be accepted by mail or by email. Refunds will be made within 28 days of receipt of a written application.

### **College initiated suspension or cancellation of enrolment**

The College may decide to suspend or cancel a student's enrolment on its own initiative as a response to breaching the student code of behaviour through misbehaviour, a poor academic record or poor attendance by the student. If the College is intending to initiate a suspension or cancellation of enrolment a



warning letter will be sent to the student's currently notified address and the student will have 20 working days from the date of the warning letter to complain or appeal against the suspension or cancellation.

### College deferral of commencement

The College may also decide to defer the commencement of a course. If the College defers the commencement of a course the Provider Default conditions in the agreement between the College and the student will be triggered. The College will be obliged to repay any unspent pre-paid fees received by the College from the student, within 14 days of the date of deferral unless alternative arrangements can be made which are acceptable to students.

### Use of personal information

Apply to the Student Services & Administration Manager using the Student Records Request Form if you wish to view your own records. Once the request has been approved the Student Services & Administration Manager will arrange a time for you to view your own records. You must view your records at the College, and you cannot take records away from the College.

### External Student Hours

This course requires the student to undertake study, revision, reading, research, preparation and assessments (such as projects and reports) outside set classroom hours. The External Study Hours have been derived taking into consideration the unit requirements, along with the preparation and study required to complete the assessments related to each unit.

## Student complaints and appeals

### 1.0 Purpose

1.1 The purpose of this procedure is to define the system available to students for dealing with student complaints and appeals

### 2.0 Responsibility

2.1 The Student Services and Administration Manager is responsible for implementation of this procedure and ensuring that staff and students are made aware of its application.

### 3.0 Requirements

3.1 This procedure is designed to enable complaints to be made and resolved involving any or all of:

- the RTO, its trainers, assessors or other staff



- a learner of Rosehill College
- 3.2 Students who are concerned about the conduct of Rosehill College are encouraged to attempt to resolve their concerns using this procedure.
- 3.3 The procedure will be implemented at no cost to the student.
- 3.4 The procedure will commence within 5 working days of the formal lodgement of the complaint or appeal and supporting information
- 3.5 Where Rosehill College considers more than 30 calendar days are required to process and finalise the complaint or appeal, the RTO:
  - Informs the complainant or appellant in writing, including reasons why more than 30 calendar days are required; and
  - Regularly updates the complainant or appellant on the progress of the matter.
- 3.6 All prospective students will be provided with information about the complaints and appeals procedure before making an agreement to enrol.
- 3.7 All complaints and appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution that is fair and equitable to all parties.
- 3.8 Students will be provided with details of external authorities they may approach (if requested)
- 3.9 At any stage in the internal complaint or appeal process students are entitled to have their own nominee included to accompany and support them.
- 3.10 Students may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues that may arise.
- 3.11 For complaints and appeals:
  - The student will have an opportunity to formally present their case, in writing or in person at no cost to the student
  - The student may be accompanied and assisted by a support person at any relevant meetings.
  - Students will be notified in the event that any complaint or appeal will take longer than 30 days to finalise.
  - At the conclusion of the complaint or appeal the student will be given a written statement of the outcome, including details of the reasons for the outcome and the record of the complaint and outcome will be placed into the student file.
- 3.12 The following matters must be lodged a formal internal appeals within 20 working days of notification in order to be considered by Rosehill College.
  - Deferral of commencement, suspension or cancelling a student enrolment
  - Non achievement of satisfactory course progress
  - Non achievement of course attendance requirements
- 3.13 A student's enrolment must be maintained whilst a complaint, internal appeal and external appeal is in progress and the outcome has not been determined except in cases where Rosehill College is intending to defer or suspend a



- student's enrolment due to misbehaviour or to cancel the student's enrolment.  
(see the next requirement)
- 3.14 In cases where Rosehill College is intending to defer or suspend a student's enrolment due to misbehaviour or to cancel the student's enrolment Rosehill College only needs to await the outcome of the internal appeals process (supporting Rosehill College before taking the action unless extenuating circumstances relating to the student's welfare applies.
- 3.15 Extenuating circumstances' relating to the welfare of the student must be supported by appropriate evidence and may include, but are not limited to the student:
- having medical concerns, severe depression or psychological issues which lead Rosehill College to fear for the student's wellbeing;
  - having engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or
  - being at risk of committing a criminal offence
- 3.16 Rosehill College will encourage the parties to approach a complaint or appeal with an open view and to attempt to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to review the process implemented by Rosehill College.
- 3.17 If there is any matter arising from a student informal complaint, formal complaint or appeal that is a systemic issue which requires improvement action this will be reported in writing (via email to the CEO) to Rosehill College Management Group meeting so the matter can be recorded in Rosehill College Complaints Register and be used as part of the continuous improvement activities of Rosehill College.
- 3.18 Nothing in this procedure inhibits student's rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies. Students wishing to take this course of action are advised to:
- Contact Redfern Legal Services (02) 9698 7645 or
  - Contact the Legal Aid NSW on 1300 888 529 for information about your legal problem and contact details for services that might be able to assist you.
- 4.0 Method  
Informal Complaint Process
- 4.1 Any student with an issue, question or complaint may raise the matter with staff of Rosehill College and attempt an informal resolution of the question or complaint.
- 4.2 Students with an issue, question or complaint can arrange a meeting to discuss the matter with one of the following Rosehill College staff members who are



responsible to try and resolve the issue, question or complaint with the student:

- CEO
- Student Services & Administration Manager
- Marketing Manager / Student Services Officer
- Director of Studies
- Trainer

- 4.3 The staff member will try and resolve the complaint at the meeting or if required investigate the matter and then arrange another meeting with the student to discuss the outcome of investigation and offer a solution if appropriate.
- 4.4 Students who are not satisfied with the outcome of their discussion of the issue, question or complaint are encouraged to register a formal complaint (see below).

#### Formal Complaint Process – preamble

- 4.5 The formal complaint process will commence within 5 working days of the formal lodgement of the complaint or appeal and supporting information
- 4.6 A maximum time of 10 working days from the commencement of the formal complaint process will be allowed for the resolution unless all parties agree in writing to extend this time. This period is called the resolution phase.
- 4.7 Formal complaints must be lodged using the Student Complaint Form which is available from the Rosehill College website or from the Trainer or the Student Services & Administration Manager.
- 4.8 Formal complaints must be recorded in the Rosehill College Complaints Register.

#### Formal Complaint Process – general complaints

- 4.9 Students who are not satisfied with the outcome of the informal process, or, who want to register a formal complaint may do so at any time by.
- Obtaining a copy of the Student Complaint Form by either download from Rosehill College website or from the Trainer or Student Services & Administration Manager.
  - Completing the Student Complaint Form.
  - Lodging the Student Complaint Form with the Student Services & Administration Manager in person or by email.
- 4.10 The Student Services & Administration Manager will arrange for the complaint to be entered on Rosehill College complaint register and meet with the student to discuss the complaint with the student.
- 4.11 During the formal complaint process:
- Students will have an opportunity to formally present their case to the Student Services & Administration Manager, in writing or in person at no cost to the student.
  - Students may be accompanied and assisted by a support person at any



meetings involving the complaint.

- 4.12 Complaints can only be dealt with by the Student Services & Administration Manager. Whoever does hear the complaint must not be the subject of the complaint and cannot be involved in subsequent appeal hearing.
- 4.13 The role of the Student Services & Administration Manager is to:
- Assist the student to register their formal complaint
  - Ensure the resolution phase commences within 5 working days of the written complaint being lodged
  - Provide the student, or the student's representative, with an opportunity to present that they are complaint
  - Ensure the student's complaint is fully understood
  - Work with the student to identify how the complaint can be resolved to their satisfaction
  - Consult and negotiate with the all parties involved with the complaint in order to obtain their commitment and agreement to the proposed solution
  - Formally document the resolution to the complaint including reasons for the method of resolution and provide the student with a written copy of the document
  - Arrange for the proposed resolution to be signed off by the student
  - Monitor the implementation of the resolution to ensure that all parties adhere to the agreed resolution
  - Ensure that the details of the complaint are recorded in Rosehill College Complaints Register and reported to Rosehill College monthly Management Group meetings for continuous improvement purposes
  - Advise the student to take the complaint to appeal if a resolution cannot be agreed upon.
- 4.14 Any complaint raised by a student that the Student Services & Administration Manager considers may be a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury must be reported to the Rosehill College CEO, or the most senior person available, and will trigger implementation of the critical incident procedure.

Formal Complaint Process – notice of intention to report by Rosehill College

- 4.15 The following matters must be lodged as formal complaints within 20 working days of notification in order to be considered by Rosehill College.
- Notice from Rosehill College of an intention to defer commencement, suspend or cancel a student enrolment.
  - Notice from Rosehill College of its intention to report a student for not achieving satisfactory course progress.
- 4.16 Complaints arising from a notice of intention to report by Rosehill College must be lodged using the Formal Complaints Procedure outlined above



- 4.17 It is the responsibility of the Student Services & Administration Manager to ensure that for complaints arising from a notice of intention to report by Rosehill College Internal appeals (except assessment appeals) will be heard by a 3 panel selected from the Rosehill College CEO, the Student Services & Administration Manager, the Director of Studies, the Managing Director and including a member of the teaching staff of the Rosehill College (the Appeals Panel). No member of the Appeals Panel is to have been directly involved in the complaint leading up to the appeal.
- 4.18 Resolution phase commences within 5 working days of the written complaint being lodged.
- 4.19 During the formal complaint process:
- Students will have an opportunity to formally present their case to the Complaints Panel, in writing or in person, at no cost to the student
  - Students may be accompanied and assisted by a support person at any meetings involving the complaint.
- 4.20 The role of the Complaints Panel is to:
- Ensure the resolution phase commences within 5 working days of the written complaint being lodged
  - Provide the student, or the students representative with an opportunity to present their complaint to the Complaints Panel
  - Consider the evidence that Rosehill College holds which lead to the issuing a notice of intention to report
  - Consider the evidence presented by the student or the students representative
  - Ensure they fully understand the complaint and the matters raised by the student or the student's representative
  - Review all the evidence and information provided by the student or the student's representative and Rosehill College
  - Consider if there are any applicable extenuating circumstances supporting the student's case
  - Make an independent decision, based on the evidence, to either support the student's case and cancel the notice of intention to report or support Rosehill College case and proceed with the Intention to report
  - Within 24 hours of making its decision the panel must have formally documented the decision of the panel including reasons for the decision and convey the written decision and reasons for the decision to the student
  - Advise the student to take the complaint to appeal if they are not satisfied with the decision

#### Formal Complaint Process – finalisation

- 4.21 At the end of the resolution phase the Student Services & Administration



Manager will report the decision in writing to the student within 5 working days. Rosehill College's decision and reasons for the decision will be documented by the Student Services & Administration Manager and placed in the student's file. A copy of this document will be provided to the student.

- 4.22 Following the resolution phase, Rosehill College will implement the decision as conveyed to the student and undertake any improvement actions arising from the complaint.
- 4.23 If there is any matter arising from a student formal complaint that is a systemic issue which requires improvement action this will be reported in writing (via email to the CEO) to the Rosehill College Management Group meeting so the matter can be recorded in the Rosehill College Complaints Register and be used as part of the continuous improvement activities of Rosehill College.
- 4.24 Students who are not satisfied with the outcome of the formal complaint are encouraged to appeal against the Rosehill College decision using the Internal Appeal Process described below.

#### Internal Appeal Process - preamble

- 4.25 Internal appeals may arise from a number of sources including appeals against assessment, appeals against discipline actions, appeals against notification of an intention to report a student to Department of Education or the Department of Immigration and Border Protection and appeals against decisions arising from complaints. The essential nature of an appeal is that it is a request by a student for Rosehill College to reconsider a decision it has made.
- 4.26 Students who are not satisfied with the outcome of a formal complaint or wish to appeal a decision made by Rosehill College are encouraged to appeal against the Rosehill College decision by:
- Obtaining a copy of the Student Appeal Form by either download from Rosehill College website or from the Trainer or Student Services & Administration Manager.
  - Completing the Student Appeal Form.
  - Lodging the Student Appeal Form with the Student Services & Administration Manager in person or by email.
- 4.27 A student's enrolment will be maintained whilst an appeal is in progress and the outcome has not been determined.
- 4.28 The appeal resolution phase must commence within 5 working days of the internal appeal being lodged in writing, and student will be given acknowledgement in writing as an evidence for the lodgement of the student appeal form.
- 4.29 A maximum time of 10 working days from the commencement of the appeal resolution phase will be allowed for the appeal resolution unless all parties agree in writing to extend this time.





#### Internal Appeal Process – general

##### 4.30 The role of the Appeal Panel is to:

- Ensure the appeal phase commences within 5 working days of the written appeal being lodged
- Provide the student, or the student’s representative with an opportunity to present their appeal to the Appeal Panel
- Ensure they fully understand the student’s appeal
- Review the evidence and information provided by the student, or the student’s representative, and Rosehill College
- Make an independent decision, based on the evidence, to either support the student’s appeal and reverse the decision by Rosehill College that lead to the appeal or to support the Rosehill College case and proceed with the original decision by Rosehill College
- Arrange for the decision to be signed off by the student and the CEO (this is not agreement by the student but to record that the decision has been transmitted to the student)
- Within 24 hours of making its decision the Appeal Panel must have formally documented the decision of the panel including reasons for the decision and convey the written decision and reasons for the decision to the student

#### Internal Appeal Process - assessment

- 4.31 Students appealing an assessment decision (including RPL) will be given the opportunity for reassessment by a different assessor selected by Rosehill College. Costs of reassessment will be met by Rosehill College.
- 4.32 The recorded outcome from the assessment appeal will be the most favourable result for the student from either the original assessment or the reassessment.
- 4.33 Only one assessment appeal will be allowed.

#### Internal Appeal Process – finalisation

- 4.34 The outcome of an internal appeal and reasons for the outcome will be recorded in writing and signed and dated by the student and Rosehill College and placed in the student file. A copy of this document will be provided to the student.
- 4.35 Following the internal appeals phase Rosehill College will implement the decision as conveyed to the student and undertake any improvement actions arising from the complaint through the Rosehill College continuous improvement process.
- 4.36 If there is any matter arising from a student informal complaint, formal complaint or appeal that is a systemic issue which requires improvement action this will be reported in writing (via email to the CEO) to the Rosehill College Management Group meeting so the matter can be recorded in the Rosehill College Complaints Register and be used as part of the continuous improvement



activities of Rosehill College.

- 4.37 There are no further avenues within Rosehill College for complaints or appeals after the internal appeals process has been completed, however an external appeals process is available.
- 4.38 Students who are not satisfied with the process undertaken for an internal appeal are encouraged to make an external appeal using the process described below.

### External Appeal Process

- 4.39 Students who are not satisfied with the process undertaken for an internal appeal are encouraged to make an external appeal by:
- Obtaining a copy of the Student Appeal Form by either download from Rosehill College website or from the Trainer or Student Services & Administration Manager
  - Completing the Student Appeal Form and selecting the External appeal option on the form
  - Lodging the Student Appeal Form with the Student Services & Administration Manager via in person or email.
- 4.40 The purpose of the external appeals process is to consider whether Rosehill College has followed its student complaint and appeals procedure, not to make a decision in place of Rosehill College. For example, if a student appeals against his or her subject results and goes through the Rosehill College internal appeals process, the external appeals process (if accessed) would look at the way in which the internal appeal was conducted; it would not make a determination as to what the subject result should be.
- 4.41 For external appeals the independent mediator will be the Overseas Student Ombudsman (for overseas students) phone (02) 6276 0111. Rosehill College will pay for costs of mediation.
- 4.42 Following the receipt of the outcome of the external appeal Rosehill College must immediately implement the decision, convey the outcome to the student, place a copy of the documentation on the student file and undertake any improvement actions arising from the complaint.
- 4.43 If an appeal is against a College decision to report the student for unsatisfactory course progress, Rosehill College must maintain the student's enrolment until the external appeals process is complete and has supported Rosehill College's decision to report.
- 4.44 If an appeal is against a College decision to defer or suspend a student's enrolment due to misbehaviour or to cancel a student's enrolment Rosehill College only needs to await the outcome of the internal appeals process (supporting Rosehill College before taking action to change to the student's enrolment).



## Student Attendance

### **Responsibility**

The Student Services & Administration Manager is responsible for overseeing implementation of the College's policy and procedures for student attendance and ensuring that staff and students are aware of its application and implementation requirements.

### **Attendance Requirements**

For vocational and technical education courses attendance is recorded and monitored as part of the course progress requirements and the student behaviour requirements. In accordance with the College's obligations under the National Code, student attendance will be recorded by the responsible Trainer for each subject and recorded and calculated over each study period.

Students are required to adhere to the Rosehill College student attendance requirements applicable to their course at all times. For international students, Visa conditions stipulate satisfactory attendance requires students to attend at least 80 per cent of the 20 scheduled face to face course contact hours each week.

Further detail is outlined in the Attendance Policy and Procedures on the College's website. Students are strongly encouraged to routinely reread this document and note any changes.

## Student Transfer

### **Responsibility**

The Student Services & Administration Manager is responsible for the implementation of the College's policy and procedure for Student Transfers and to ensure that staff and students are aware of their application and implementation requirements.

### **Applications for Transfer**

Applications for a letter of release must be made on the appropriate form, available from the College, and will be considered by the Student Services & Administration Manager. Further information can be found in the Student Transfer Policy available on the College's website, including timelines, required evidence and the process for enrolling a transferring student.



## Student Progress and Intervention Strategy

### **Responsibility**

The Director of Studies is responsible for the implementation of the College's policy and procedures for student Progress and Intervention and to ensure that staff and students are aware of its application and that staff implement its requirements.

### **Progression Requirements**

Rosehill College monitors, records and assesses the course progress of each student at the end of each study period and students are required to adhere to the College's student attendance requirements applicable to their course at all times.

The College's Strategy identifies that students who have unsatisfactory academic progress will be reported to the Department of Education and Department of Immigration and Border Protection. Unsatisfactory academic performance is defined as failing more than 50% of units in two consecutive study periods. Students identified as being "at risk" of not meeting course progress requirements will be managed within the intervention processes outlined within the Rosehill College Progress and Intervention Strategy.

Further detail on course progress requirements, academic performance definitions, intervention strategies and student support are outlined in Rosehill College's Course Progress and Intervention Strategy, available on the College's website. Students are strongly encouraged to routinely reread this document and note any changes.

## Living in Australia

### Living and studying in Australia

Up-to-date and authoritative information on living and studying in Australia is available at the following web sites:

<http://www.studyinaustralia.gov.au> - living and studying in Australia

<http://www.youth.nsw.gov.au> – Wages, housing, health and more useful information

<http://transport.nsw.gov.au> - public transport

<http://www.lawaccess.nsw.gov.au> - Legal assistance



## Living in Sydney

Up-to-date and more detailed information about overseas students studying and living in Australia is available at the following website <http://www.studyinaustralia.gov.au>. This website is established and maintained by the Australian government.

### Australia

Australia is a land of contrasts: sweeping golden beaches, coral reefs rich with marine life, tropical rainforests, mountain ranges, vast grazing lands and sparse deserts. One of the oldest continents, Australia is the only country to occupy an entire continent. Surrounded by the Indian and Pacific Oceans, Australia has many animals and plants which are unique on the planet. The surface geology is typically old and flat with a major mountain range stretching down the eastern coast and another mountain range in the north west of the continent.

### Sydney

Sydney is the largest city in Australia with a population of approximately four million people. Sydney is the capital city of New South Wales. It is a multicultural city with people from different ethnic backgrounds.

### A Good Choice for Study

There are more than 50,000 overseas students studying in Australia and each year approximately 15,000 students from the Asia Pacific region arrive in Australia to continue their education. They have chosen Australia for several reasons:

- Australia has a high quality education system, the equal of any country in the world
- Australia offers traditional education in reputable schools, institutes, colleges and universities
- Awards from Australian institutions of higher education are recognized internationally
- Australian schools, institutes, colleges and universities have established networks of welfare and support to help overseas students
- The Australian education system includes informality and accessibility of academic staff, the availability of computers, small group tutorials and close supervision
- Living costs and tuition costs compare well with other countries and most



- overseas students are permitted to work part-time  
Australia is a safe, stable country with a pleasant climate.

### Climate

Sydney enjoys a temperate climate with four distinct seasons in the year - spring, summer, winter and autumn. Below is a guide to the average daily temperatures.

Spring     September to November 12-22 degrees  
Summer    December to February 28-32 degrees  
Autumn    March to May 12 - 20 degrees  
Winter     June to August 10 - 15 degrees

Sports and other outdoor activities are possible at all times of the year.

### Art

Australian contemporary arts reflect the world's oldest continuous cultural traditions and also a diverse, multicultural society. Our visual and performing arts communities receive international acclaim for their vibrancy, originality and cutting-edge work in the arts, literature, stage and cinema, dance, classical music and contemporary Australian rock music.

The National Museum of Australia opened as part of Australia's Centenary of Federation celebrations in 2001. It is co-located with the Australian Institute of Aboriginal and Torres Strait Islander Studies in the nation's capital city of Canberra and adds to more than 1000 museums throughout Australia.

### Multiculturalism

More than 100 ethnic groups are represented in Australia, making Australia one of the most culturally diverse countries in the world. Australia's dynamic multiculturalism can be attributed to its unique combination of Indigenous cultures, early European settlement and immigration from all parts of the world.

Australians value the wealth of cultural diversity and social sophistication that international students bring to our campuses and our communities. We take great care in looking after international students and helping them to adjust to the Australian way of life. International students also gain great benefits from their education in Australia and make lifelong friendships.

### Language

Although English is the official language, a host of other languages are spoken in Australia. As one of the most culturally diverse countries in the world many Australians are naturally fluent in other languages. More than 2.4 million Australians speak a language other than English at home. Within the education and training system about



15 per cent of those of working age studying for an educational qualification have English as a second language. More than 800,000 Australians speak a European Union language, apart from English, in the home. Another 800,000 Australians speak an Asian language in the home.

In Australia not only is there the opportunity to improve your English through specialist study in an English-speaking environment but all sectors of Australian education and training provide tuition in many other languages as well.

English as it is spoken in Australia is very easily understood by nearly all people from other English-speaking nations. While there are some minor differences in accent between the cities and country areas the difference is much less than you will find in America, Britain and Canada where French is also spoken. As you improve your English in Australia you will learn some of our slang, and have much fun explaining the meanings to your friends and relatives at home.

### Religion

Australia is predominantly a Christian country however; all religions are represented in our multicultural society. Australians respect the freedom of people to practice their choice of religion. Churches, mosques, temples and synagogues are located in most major cities. Some universities have their own spiritual groups on campus.

### Clean, safe, cosmopolitan

Students from all over the world come to Australia to take advantage of our world-class education and enjoy our friendly hospitality and cultural diversity. Australia has low crime rates and strict gun control laws providing a safe environment in which to learn and travel. With one of the highest standards of living in the world, Australia offers modern transport systems, convenient telecommunications, cosmopolitan shopping complexes and excellent health services.

Visitors from many parts of the world are attracted by Australia's spectacular natural environment and the distinctive personality and friendliness of the Australian people. Australia is rich in the arts and is keen to preserve and display its diverse cultural heritage.

Australians are also environmentally conscious and keen to preserve the country's natural beauty and scenery. Our Clean Up Australia campaign is being adopted worldwide.

### Health care

Australia has a very good health care system. All Australians pay a Medicare levy (additional tax) to fund the public health system and ensure everyone gets access to public system doctors, hospitals and other health care services. People who pay extra into a private health insurance fund receive certain privileges when they use private



health care services. International students studying in Australia are required to have Overseas Student Health Cover (OSHC) for the duration of their student visa.

### Food

Australia has a fantastic variety of food. Our top quality meat, fish, fruits and vegetables are exported to markets all around the globe. There is a large range of fruit and vegetables available at Australian produce markets. You should have no difficulty in finding the foods that you are used to at home.

You can sample almost every type of cuisine available throughout the world in our many restaurants. There are elegant restaurants or typical Aussie pubs. Ethnic restaurants offer cuisines from all around the world. Good food at reasonable prices can be found at bistros or cafes. And for those who like takeaway, most of the major global fast food chains are well represented. The adventurous can try some of our 'bush tucker'.

### Electricity

The electrical current in Australia is 240/250 volts AC, 50 cycles. The Australian three pin plug is extremely safe. Adaptors are usually required for most foreign appliances. A transformer may be required if you bring an appliance from overseas that operates on a different voltage.

### Transport

With one of the highest standards of living in the world, Australia offers modern transport systems. Australia has an extensive public transport system that includes trains, buses, tramways, ferries, two major national airlines and a number of regional airlines. Metropolitan areas are divided into zones and your ticket type and cost depends on which zone you are going to travel in and for how long.

Tourist students may drive in Australia on a valid overseas drivers license but if the document is not in the English language the visitor must carry a translation with the permit. An international driving license is not sufficient by itself.

Metered taxicabs operate in all major cities and towns. You will find taxi ranks at transport terminals, main hotels or shopping centres or you can hail taxis in the street. A light and sign on the roof indicates if a cab is vacant. There is a minimum charge on hiring and then a charge per kilometre travelled. Taxi drivers do not have to be tipped.

### Telephones

Australia has a modern telecommunications system with mobile and internet access generally available at low cost. Public telephones are available at all Post Offices, shopping centres and are often situated on street corners.

Public pay phones accept a variety of coins and Phone cards. Phone cards are pre-paid for use in public pay phones and can be bought at a large number of retail outlets in





denominations of \$A5, \$A10, \$A20 and \$A50. Credit phones take most major credit cards such as American Express, Visa, Master card and Diners International and can be found at international and domestic airports, central city locations and hotels. Mobile phones are very popular and can be purchased from a number of retailers.

### Sports and recreation

Australians are very keen on sport and outdoor activities and have gained a worldwide reputation, both as individuals and as teams. Hosting the Year 2000 Olympic Games in Sydney highlights Australia as a leading destination for international events. Australia has more than 120 national sporting organisations and thousands of state, regional and club bodies. It is estimated that 6.5 million people, about a third of the population, are registered sports participants. While there are over 120 sporting organisations, Australians also take part in bushwalking, fishing, boating and water sports.

### Entertainment

Campuses offer spacious surroundings suitable for social, sporting and other outdoor activities. They are also centrally located for students to experience the sophistication of our cities and excitement of our entertainment facilities. There are plenty of opportunities for international students to have an enjoyable time with friends.

### Travel

During semester breaks, you may like to venture beyond the capital cities to experience more of Australia's spectacular natural environment and great physical beauty—national parks, the Great Barrier Reef, Kakadu, Uluru and the Tasmanian Wilderness. Australia welcomes overseas students

Overseas students are welcomed in Australia because they:

- contribute to the development of people and institutions both in their home country and in Australia.
- contribute to the Australia's research capability
- develop cultural, educational and economic links between Australians and people of other nations.

Australia has a long history of involvement in international education development, staff and student exchange programs and scholarships.

### Study Methods

In Australia, much emphasis is placed upon private (individual) study along the lines of assignments, on research and learning to analyse data and present arguments about subject matter, and on being willing to defend one's argument. All these involve heavy use of libraries, intensive note taking in lectures, and active participation in the learning process (as opposed to passive listening and rote learning).



To be a successful student in Australia, you will need to adapt to these methods of learning, but most education institutions in Australia are very willing to help as they offer counselling services and assistance to develop effective study skills. Many lecturers in Australia have vast experience teaching overseas students, they understand the difficulties in getting used to different study methods and they will be patient in helping you to develop new skills.

## Cost of living and money matters

Up-to-date and more detailed information money and banking in Australia is available at the following website <http://www.studyinaustralia.gov.au>. This website is established and maintained by the Australian government

### Money and banks

Australian currency is the only legal tender in Australia. When you first arrive, money from other countries can be changed at the exchange facilities located at international airports, banks and major hotels. Traveller's cheques are easier to use if already in Australian dollars, however, banks will cash travellers cheques in virtually any currency. Major hotels and some shops will cash travellers cheques, depending on individual store policy.

It is a good idea to set up an Australian bank account. You will need to provide your visa and evidence of residency. Banking services in Australia are extremely competitive. Over 20 local and numerous international banking groups are represented in Australia. All major banks have a branch in cities and regional centres. Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24 hours a day. Most department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods. More information on banking is available at Study in Australia

### Normal bank trading hours

9.30 am – 5.00 pm Monday to Thursday

9.30 am – 4.00 pm Friday

Some banks are open Saturday mornings

### Credit cards

Credit cards are widely accepted around Australia. The most commonly accepted credit cards are American Express, Bankcard, Diners International, Mastercard, Visa and their affiliates.



## Currency

Australia uses a dollars and cents system of decimal currency with 100 cents in a dollar. The bank notes in use are \$5, \$10, \$20, \$50 and \$100. Coins used are the silver coloured 5 cent, 10 cent, 20 cent and 50 cent and the gold coloured \$1 and \$2 coins.

Australia's development of the polymer (plastic) banknote heralds the introduction of advanced banknote technology for the new millennium and rewrites world standards in design. Not only does this leading-edge polymer technology offer immense security benefits but its concepts of cleanliness, environmental responsibility and recyclability set an example for the world to follow.

## Tipping

Tipping is not the general custom in Australia and service charges are not added to accounts by hotels and restaurants. In better-class restaurants, it is usual to tip food and drink waiters up to 10 per cent of the bill for good service.

Porters have set charges at railway terminals, but not at hotels. However, at any time, tipping is a matter of individual choice.

## Budgeting

You should work out a budget covering accommodation, food, transport, clothing and entertainment. Childcare, if applicable, should also be taken into account.

The average international student in Australia spends about \$360 per week on accommodation plus food, clothing, entertainment, transport, international and domestic travel, telephone and incidental costs. School students in Australia typically spend a little less - about \$265 a week on accommodation plus food, entertainment, transport and associated items. While this is a realistic guide, it is important to remember that individual circumstances will vary by location, course and lifestyle.

## Accommodation

The following types of accommodation are available for International students:-

1. Hostels and Guesthouses - \$150 to \$300 per week
2. Shared Rental - \$150 to \$500 per week
3. Homestay - \$235 to \$380 per week
4. Rental - \$250 to \$600 per week

<https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

This accommodation can be booked prior to arrival. Two weeks advance notice is required before you depart for Australia. Further details can be obtained from the Student Services & Administration Manager.



## Transport

Australia has an efficient public transport system (buses, trains and trams) in all cities. Many students ride bicycles on campus and some even have their own car for longer travel. There are also train, bus and air services between cities and towns. Students using public transport can apply for a student concession card that entitles them to discounted fares.

## Overseas Student Health Cover (OSHC)

<https://oshcaustralia.com.au/en> phone (07) 3333 1521

International students are required by the Government to join a private health insurance scheme. The OSHC premium cover must be paid before a student visa is issued. You will need to pay the OSHC premium at the same time as the tuition fees. The OSHC entitles you to free hospital cover and 85% of standard doctor's fees.

OSHC is also charged on a pro-rata basis for shorter courses.

## Cost of Living

Sydney is overpriced city providing good quality but expensive living and abundant accommodation. Students will need about \$20,290 per year (excluding tuition) to cover living expenses. According to the Government Website, Study in Australia, Australia is a sophisticated, friendly and multicultural country which enjoys one of the highest standards of living in the world. The average international student in Australia spends about \$385 per week on accommodation plus food; clothing; entertainment; transport; international and domestic travel; telephone; incidental costs.

The cost of living depends a lot on the kind of accommodation a student chooses. A married student with dependents will need approximately an additional \$7,100 per year for each dependent.

The lifestyle in Australia is safe and friendly. Australians have a high standard of living. The climate is pleasant, there is plenty of food and the vast natural resources in Australia enable most people to live well. Fruit, vegetables and meat are available fresh and at reasonable prices. Clothing and personal effects are usually good quality and available at a wide variety of prices. Below is a price table of typical daily items. This is only a guide. Remember that you can shop around for items such as clothing and shoes to find a cheaper source.

<b>Food</b>	<b>Personal Effects/Services</b>
Milk 1 litre \$1.80	Shoes 1 pair \$70.00
Bread 1 loaf \$2.50	Jeans 1 pair \$80.00
Apples 1 kg \$4.00	Toothpaste 140g \$2.50
Potatoes 1 kg \$2.00	Shampoo 500ml \$3.00
Beefsteak 1 kg \$15.00	T-shirt \$20.00



Eggs 1 dozen \$4.00	Hairdresser \$20.00 to \$40.00
Cereal 1kg \$6.00	Newspaper \$2.00
Fruit Juice 2 litres \$6.00	Cinema ticket \$15.00
Rice 1 kg \$2.00	Public transport city an inner suburbs \$7.00 for a day pass

## The ESOS Framework – Providing quality education and protecting your rights

### Australia welcomes international students

The Australian Government wants international students to have a rewarding, enjoyable and safe experience when they come to Australia to study. Australia's education and training system offers high quality services and protection for international students to ensure they make the most of their time here.

Australia offers all levels of education to international students—from school (with some limitations depending on age and support from their family in Australia), through foundation and English language intensive courses, to vocational education and training (VET) and higher education.

The laws that protect international students form the Education Services for Overseas Students (ESOS) framework. They include the Education Services for Overseas Students Act 2000 and the ESOS National Code.

The ESOS Act ensures that education providers are registered by the Australian Government. Under ESOS, education providers must meet certain obligations as part of their registration on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). They must act in accordance with principles designed to support the best possible services for our international students. As an international student on a student visa, you must study a course with an education provider that can be found on CRICOS at <http://cricos.deewr.gov.au>.

The ESOS framework also ensures that students have access to tuition assurance (which acts like consumer protection) and that they can get appropriate refunds.

### What you need to know about being an international student in Australia

The ESOS standards cover a range of information you have a right to know about and the services that must be offered to you by Australian education providers. These include:

- orientation to help you understand the course and more about the place you are studying, as well as access to support services that can help you study and adjust



to life in Australia

- the education provider's contact officer or officers for overseas students
- what your provider's requirements are for satisfactory attendance
- what your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- if you can apply for course credit and the circumstances in which your enrolment can be deferred, suspended or cancelled
- a complaints and appeals process.

### Your responsibilities as an international student in Australia

As an international student on a student visa, you are responsible for:

- complying with your student visa conditions
- ensuring you have and continue to maintain your Overseas Student Health Cover (OSHC) for as long as you stay in Australia as a student
- telling your provider if you change your address or other contact details
- meeting the terms of the written agreement with your education provider as well as enhancing Australia's quality education and training services, ESOS supports Australia's migration laws as they relate to international students.

You can find out more about Australia's education system by visiting the Study in Australia website at <http://www.studyinaustralia.gov.au/> and Australian Education International's website at <https://aei.gov.au/Pages/default.aspx>.

The ESOS National Code is available at <https://aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx>.

- meeting the restriction on transfer between registered providers
- maintaining satisfactory course progress
- maintaining satisfactory attendance where applicable.

Information about visa conditions for student visa holders is available on the Department of Immigration and Border Protection's website at <http://www.immi.gov.au/students/visa-conditions.htm>

### Using an education agent

Under the ESOS Act all education providers must list their education agents on their website. All education providers must also have a written agreement with their agents, and they must ensure that the agents they use have a good knowledge of Australia's international education system and that their agents behave honestly and with integrity.



Education agents are not the same as migration agents. A migration agent is responsible for giving you information on visa and immigration matters. You can also visit the Department of Immigration and Border Protection's website for more information at <http://www.immi.gov.au/Study/Pages/Study.aspx>.

International students do not have to use an education agent. You can lodge an enrolment application directly with the Australian education provider of your choice. You should consider contacting your education provider directly to see if they can help you with putting in your student enrolment application.

### **Finding the right education provider for you**

You can find out more about Australia's education system through Austrade and their website at <http://www.austrade.gov.au/Education/Services>.

CRICOS is a good place to start when you want to find out more about what courses and education providers are being offered in Australia. Visit the CRICOS website for more information at <http://cricos.deewr.gov.au/>

### **Written agreements or contracts between the student and provider**

When you have been accepted to enrol with an education provider, under the ESOS National Code your education provider must enter into a written agreement with you. The written agreement is like a contract, and you and the provider are required to do the things outlined in that agreement once you sign or indicate to the provider that you accept the agreement with them. You do not have to pay the provider or their agent any money or fees until you have signed the agreement.

Under the ESOS Act and the National Code you have certain rights to information, even before you enrol with an education provider. You have the right to:

- receive current and accurate information about the courses, entry requirements, all fees, modes of study and other information from your provider and your provider's agent before you enrol
- sign a written agreement with your provider before or at the time you pay fees, setting out the services they are providing, the fees you are required to pay and information about refunds of the money you paid for the course and the circumstances in which this would be appropriate. You should keep a copy of your written agreement
- get the education you paid for. The ESOS framework includes tuition (consumer) protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course (that is, the provider defaults)
- access complaints and appeals processes
- request to transfer to another provider and have that request assessed.



### Transferring between education providers

Under the ESOS National Code, a student must meet certain conditions before they can enrol with another education provider if they are not happy with the course they are doing.

The National Code says you must have a letter of release from your education provider before you can enrol with a new provider if you have NOT completed 6 months of your principal course (the main course of study you are undertaking). If you want to transfer before you have completed six months of your principal course, you need your provider's permission.

However, if you do wish to transfer, your education provider must assess or consider your request to transfer.

All education providers must have documented procedures on their transfer policy. You should make sure you understand that policy, and what your written agreement says you must do, before you make the decision to enrol with an education provider.

If you are thinking about changing your course, you need to ensure that you continue to meet the conditions of your student visa. Further information about changing courses or education providers is available on the Department of Immigration and Border Protection's website at <http://www.immi.gov.au/Study/Pages/changing-courses.aspx>. For more details about transferring and the requirements under the ESOS National Code, you can:

- visit <https://aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/NationalCode/nationalcodepartd/Pages/ExplanatoryguideD7.aspx>
- read Standard 7 in the National Code at <https://aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx>.

### Support for international students

Under the ESOS National Code all education providers must offer their international students support to help them adjust to study and life in Australia, achieve their learning goals and achieve satisfactory progress in their learning. This support is available because we recognise that Australia is a new environment for students, as well as a different culture, with different laws and systems. Your education provider must ensure that advice is provided on:

- support and welfare services available at their institution
- legal services
- emergency and health services
- facilities and resources
- complaints and appeals processes





- any student visa condition that relates to the course you are studying.

### Tuition protection

The ESOS framework includes elements of protection for students so that they can receive a refund if they do not complete a course. The Tuition Protection Service (TPS) helps international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international 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 (the amount that is equal to the amount of the course the student has NOT undertaken).

More information on the Tuition Protection Service is available at

<https://tps.gov.au/Home/NotLoggedIn>

### Making complaints and getting help

All education providers registered under CRICOS must have in place complaints and appeals processes to help students resolve their issues. These processes must be independent. They must also be easily and immediately available to students and be as inexpensive as possible. Making a complaint should not affect your enrolment.

If you cannot resolve your complaint with a provider, and your provider is a private organisation, you can approach the Overseas Students Ombudsman. Visit the website of the Overseas Students Ombudsman for more information about what they do and how they help students at <http://www.oso.gov.au/>. If you are studying with a public provider you should contact your relevant state/territory or the Commonwealth ombudsman. You can find the contact details of all Australian ombudsmen's offices at <http://www.ombudsman.gov.au/pages/related-sites/state-and-territory-ombudsmen.php>.

### Critical incident

#### 1.0 Purpose

- 1.1 The purpose of this procedure is to recognise the duty of care owed by Rosehill College to its students and to document the process for managing critical incidents if and when they occur.

#### 2.0 Responsibility

- 2.1 The Principal / Chief Executive Officer is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.

#### 3.0 Requirements

- 3.1 CRICOS registered Institutes must have a documented critical incident policy



together with procedures that cover the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.

- 3.2 Critical incidents are not limited to, but could include:
- missing students
  - severe verbal or psychological aggression
  - death, serious injury or any threat of these
  - natural disaster; and
  - issues such as domestic violence, sexual assault, drug or alcohol abuse.
- 3.3 The Educational Services for Overseas Students Act 2000 (ESOS Act) requires Rosehill College to notify the Department of Education and the Department of Immigration and Border Protection as soon as practical after the incident and in the case of a student's death or other absence affecting the student's attendance, the incident will need to be reported via the Provider Registration and International Student Management System (PRISMS).
- 3.4 When an international student dies or sustains serious injury, Rosehill College may be required to assist the student's family. This may include:
- hiring interpreters
  - making arrangements for hospital/funeral/memorial service/repatriation
  - obtaining a death certificate
  - assisting with personal items and affairs including insurance issues
  - assisting with visa issues
- 3.5 Following a critical incident the CEO will analyse Rosehill College response and processes and implement improvements where indicated.
- 4.0 Definitions
- 4.1 A critical incident is a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury.
- 5.0 Method
- 5.1 Any Institute staff member receiving news or information regarding a critical incident must contact the CEO as soon as practicable. If this is not possible then the most senior person available must be contacted and informed.
- 5.2 The Principal / Chief Executive Officer (Jan Wunderlich) contact number is +61 428 720 002, Email: [dos@rosehillcollege.edu.au](mailto:dos@rosehillcollege.edu.au)
- 5.3 On receipt of news or information regarding a critical incident the CEO or senior person must:
- Create for themselves a clear understanding of the known facts
  - If an emergency exists contact the relevant emergency services by phoning 000
  - If translators are required contact Translating and Interpreting Service by



- phoning 131 450
  - If counselling services are required contact Life Line on 131 114
  - If the critical incident is at an offshore location contact the department of Foreign Affairs and Trade for advice on the best way to assist the student
  - Plan an immediate response
  - Plan ongoing strategies
  - Allocate individual roles/responsibilities for ongoing tasks.
- 5.4 Based on an evaluation of the critical incident the CEO or most senior person must, where appropriate, implement the following:
- Contact with next of kin/significant others
  - Informing Institute staff and students
  - Prepare a guideline to staff about what information to give students
  - Prepare a written bulletin to staff and students if the matter is complex
  - Briefing staff and delegating a staff member to deal with telephone/counter inquiries
  - Managing media/publicity
  - Identify students and staff members most closely involved with the incident and ensure they are offered support and counselling
  - Arrange a time and place for an initial group/individual debriefing session with the Student Services & Administration Manager
  - Arrange access to emergency funds if necessary.
- 5.5 The CEO or most senior person must also record the incident. Key details to report include:
- The time of the incident
  - The location and nature of the incident
  - The names and roles of persons directly involved in the critical incident
  - The action taken by Rosehill College including any opportunities for improvement
  - The organisations and people contacted by Rosehill College