Disclaimer:
Rosehill College RTO has used its best efforts to ensure content accuracy and relevance at the time of publication. Rosehill College RTO disclaims any and all liability or responsibility for any loss or damages arising out of any use of, or reliance on, this document.

Acknowledgements
Rosehill College RTO recognised the following materials as a reference to the development of this resource:

- Users’ Guide Standards to the Registered Training Organisations (RTOs) 2015, Australian Skills Quality Authority, Version 2.1, August 2019
- Standards for Registered Training Organisations (RTOs) 2015
- ESOS Act 2000 and National Code 2018

Enquiries
Rosehill College
RTO Provider 41257 CRICOS 03622A
Level 2 and 4
616-620 Harris Street
Ultimo NSW 2007

Email: admin@rosehillcollege.edu.au
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Australia welcomes international students
Welcome to Rosehill College

Thank you for choosing to complete your studies with Rosehill College. As you commence your studies we hope you will make the most of your experience learning at our college.

This booklet will step you through the process for Pre-enrolment information and will allow you to make an informed decision of the course you are wishing to complete for your education.

There is important information within this booklet about the College and the steps to take to enrol within your desired course.

Our college is located in the CDB of Sydney close to many exciting places to visit.

Rosehill College takes pride in delivering excellence in teaching. Rosehill college is committed to providing quality services and continuously aims to improve its services and programs. We value your suggestions as to how we can help you better with your studies.

Your choice of training is endorsed by the Australian VET education sector and meets the national competency standards. Rosehill College provides online, F2F and tutorial classes to support your education.

We look forward to meeting you and wish you every success with your studies.

Rosehill College Academic Staff.
Our Mission
At Rosehill College we strive to provide all with equal and affordable education opportunities. Hence, we are dedicated to shaping the future and understanding the past, through:

- Offering students with a wide range of disciplines and flexible curriculum.
- Emphasizing on maximizing every student's potential.
- Welcoming diverse and talented students from anywhere in the world.
- Continuously consolidating our unique knowledge about Australian education sector.
- Providing an environment which promotes effective learning and growth of each individual with the community.
- Developing and maximizing learning opportunities and teaching skills.
- Fun, friendly and highly supportive environment will assist you with your study on a daily basis.
- 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 the Australian weather and climate and having a summer barbeque and laid-back, relaxed lifestyle. 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.

Our college is next to the UTS University, 5 minutes to China Town and 5 minutes to the Darling Harbour and George Street in Sydney. Central training station is a 10 minute walk.

Change of conditions

Rosehill college reserves the right to change its fees, conditions, course times or course commencement dates at any time without notice.
College Contact Details

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

Head Office: Level 2 and 4, 620 Harris Street, Ultimo NSW 2007
Campus: Level 2 and 4, 620 Harris Street, Ultimo NSW 2007
Head Office Phone: 02 9211 1288 Email: info@rosehillcollege.edu.au

Abbreviations used in this booklet.

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>DHA</td>
<td>Department of Home Affairs</td>
</tr>
<tr>
<td>DEC</td>
<td>Department of Education and Community (NSW Government)</td>
</tr>
<tr>
<td>DET</td>
<td>Department of Education and Training</td>
</tr>
<tr>
<td>ASQA</td>
<td>Australian Skills Quality Authority</td>
</tr>
<tr>
<td>ESOS</td>
<td>Education Services for Overseas Students Act 2000 and Educations Services for Overseas Students Regulations 2001</td>
</tr>
<tr>
<td>ELICOS</td>
<td>English Language Intensive Courses for Overseas Students</td>
</tr>
<tr>
<td>AQF</td>
<td>Australian Qualifications Framework</td>
</tr>
<tr>
<td>SRTOS</td>
<td>Standards for Registered Training Organisations 2015</td>
</tr>
<tr>
<td>VET</td>
<td>Vocational Education and Training</td>
</tr>
<tr>
<td>OSHC</td>
<td>Overseas Student Health Cover</td>
</tr>
<tr>
<td>LLN</td>
<td>Language Literacy and Numeracy</td>
</tr>
<tr>
<td>RTO</td>
<td>Registered Training Organisation</td>
</tr>
<tr>
<td>TPS</td>
<td>Tuition Protection Service</td>
</tr>
<tr>
<td>RPL</td>
<td>Recognition of Prior Learning</td>
</tr>
<tr>
<td>eCoE</td>
<td>Electronic Confirmation of Enrolment</td>
</tr>
<tr>
<td>EEO</td>
<td>Equal Employment Opportunities</td>
</tr>
<tr>
<td>CRICOS</td>
<td>Commonwealth Register of Institutions and Courses for Overseas Students</td>
</tr>
</tbody>
</table>
Prior to Commencement at Rosehill College

Download and read the Rosehill College policies procedures and forms found at

https://www.rosehillcollege.edu.au/policiesandforms/

Our website holds all the current update polices procedures and forms to assist all our students.

Student Forms
- Academic Record Request Form
- Accommodation Application Form
- Appeals Lodgement Form
- Application for Special Leave Form
- Course Withdrawal Amend Form
- Change of Enrolment Form
- Complaints Lodgement Form
- Deferral Request Form
- Refund Request Form
- RPL Application Form
- Special Consideration Application Form
- Student Contact Details Form

Policies and Procedures
- Academic Conduct Policy
- Access and Equity Policy
- Appeals Policy
- Attendance Monitoring Policy
- Complaints and Appeals Policy
- Course Progress Policy and Procedure
- Course Transfer Policy and Procedure
- Deferral, Suspension and Cancellation Policy and Procedure
- Discrimination, Bullying and Harassment Prevention Policy
- Fee and Refund Policy
- Plagiarism Collusion and Cheating Policy
- Recognition Policy (RPL and Credit Transfer)
- Special Consideration Application Policy
- Student Reassessment Procedure
- Student VISA Academic Performance Policy
- Withdrawal Policy and Procedures
- Work Health and Safety Policy
Additionally, at the following TABS you will find information for:

https://www.rosehillcollege.edu.au/

International Student TAB

- How to Apply
- Entry Test
- Course Intake Dates
- Academic Calendar
- USi
- RPL Application form

Current Student TAB

- Internship
- Web-Mail
- E-learning (Moodle)
- How to use Your Moodle

Student Orientation and Enrolment

Students will receive a short, compulsory orientation session on a specified date prior to your first class from 9:30am – 3pm. 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. This information is also available on the website at https://rosehillcollege.edu.au

In your first class

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

- Learning resources and assessment programs
- Work health and safety
- Facilities and equipment
- Assessment requirements
- Your questions
Vocational Courses

Rosehill College is registered by the Australian Skills Quality Authority (ASQA) to deliver the following vocational courses to International and local students.

<table>
<thead>
<tr>
<th>National – CRICOS Code</th>
<th>Course</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSB42415 – 099406D</td>
<td>Certificate IV in Marketing and Communication</td>
<td>52 weeks</td>
</tr>
<tr>
<td>BSB52415 – 099407C</td>
<td>Diploma of Marketing and Communication</td>
<td>80 weeks</td>
</tr>
<tr>
<td>BSB61315 – 099408B</td>
<td>Advanced Diploma of Marketing and Communication</td>
<td>80 weeks</td>
</tr>
<tr>
<td>BSB50215 – 095781B</td>
<td>Diploma of Business</td>
<td>52 weeks</td>
</tr>
<tr>
<td>BSB60915 - 0100007</td>
<td>Advanced Diploma of Management (HR)</td>
<td>80 weeks</td>
</tr>
<tr>
<td>BSB51415 – 099409A</td>
<td>Diploma of Project Management</td>
<td>52 weeks</td>
</tr>
<tr>
<td>BSB61218 – 099883G</td>
<td>Advanced Diploma of Program Management</td>
<td>80 weeks</td>
</tr>
<tr>
<td>0101986</td>
<td>General English</td>
<td>20 hrs per week</td>
</tr>
</tbody>
</table>

Course Requirements

Students will be required to be able to access a computer or laptop that is able to access our learning platform. To be able to do this you will need to have any of the following programs on your computer

Google Chrome 30.0 (latest version)
Mozilla Firefox 25.00 (latest version)
Apple safari 6 (latest version)
Microsoft Internet Explorer 9 (latest Version) – NB version 10 is required for drag-and-drop to be able to upload content from outside the browser into Moodle.

Key contacts

Chief Executive Officer
The CEO is responsible for the standard of training, assessment and safety in ROSEHILL COLLEGE, in accordance with the relevant government legislation.

Principal
The PEO is responsible for the day to day running of the College and the overall quality of the courses provided.

Director of Studies
Is responsible for content and compliances for Academic applications of the College. Managing trainers and following the correct process and updates in each qualification.
Student Support Officer
The Student Support Officer is responsible for giving students information about the College and answering questions about College facilities and services. The Student Support Officer is the first contact for you if you have any problems during your time in Australia and is available at any time to help you.

Accounts and Enrolment/Admission Officer
Administration is responsible for College administration and receives all payments from you and supports the coordination of your College activities.

Trainers
Trainers plan, deliver and assess your performance and competency in each unit during your course. Our VET trainers at Rosehill College perform all training and assessment. All vocational (VET) trainers have a Certificate IV in Training and Assessment (TAE40110 transitioning to TAE40116) and relevant vocational competencies to deliver and assess.

Protection for overseas students
As an overseas student on a student visa, you must study with an education provider and in a course found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at http://cricos.education.gov.au CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students.

Please check carefully that the details of your course – including its location – match the information on CRICOS.

Your rights
The ESOS framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider’s agent.
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- Your right to get the education you paid for. The ESOS framework includes 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.
The ESOS framework sets out the standards Australian education providers offering education services to overseas students must obey. These standards cover a range of information you have a right to know and services that must be offered, including:

- Orientation and access to support services to help you study and adjust to life in Australia
- Who the contact officer or officers is for overseas students
- If you can apply for course credit
- When your enrolment can be deferred, suspended or cancelled
- 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
- A complaints and appeals process.

One of the standards does not allow another education provider to enrol a student who wants to transfer to another course, but has not completed six months of the final course of study they planned to undertake in Australia. If you want to transfer beforehand you need your provider’s permission.

AEI contact: telephone 1300 363 079 (local call costs) or visit the website: https://internationaleducation.gov.au/Pages/default.aspx

Your responsibilities

As an overseas student on a student visa, you have responsibilities to:

- Satisfy your student visa conditions
- Maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- Meet the terms of the written agreement with your education provider
- Inform your provider if you change your address, and update contact information when you change it.
- Maintain satisfactory course progress

Contact details for your rights

| Rosehill College – your provider | For policies and procedures that affect you:
|                               | • Speak with your trainer – student support and Rosehill team
|                               | • Go to our website
| Dept. of Education            | • For your ESOS rights and responsibilities: https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx
|                               | • ESOS Helpline (+61 2) 6240 5069
| Dept. of Home Affairs (DHA)   | For visa matters: https://www.homeaffairs.gov.au
|                               | • Phone 131 881 in Australia
|                               | • Contact the DHA office in your country
Student Visa requirements

General requirements

The Department of Home Affairs (DHA) have several requirements for granting a student visa. Granting of a student may visa depend on:

• Your country of origin
• Whether you have enough money to support yourself during your course
• Your English proficiency
• Your likely compliance with the terms of your visa
• Other matters considered relevant to assessing your application.

Visas are processed through the Australian Immigration Office, High Commission, Embassy or Consulate in your home country. You will also be required to show that you meet the entry requirements for the course for which you intend to enrol. Once in Australia it is important that you keep to the terms of your visa. Australian Government Regulations state that students on a student visa must maintain a satisfactory rate of academic progress.

More information on visa matters is available from your ROSEHILL COLLEGE Agent and the Department of Home Affairs https://www.homeaffairs.gov.au

Additional information on student visa issues, including the Country Assessment levels, is available on the Department Home Affairs website

Financial Status

International students are required to demonstrate and/or declare that they have genuine access to sufficient funds to be granted a Student visa. Students may have to demonstrate sufficient funds to cover these expenses for the first one or two years in Australia, depending on their assessment level. See: https://www.homeaffairs.gov.au/trav/stud/more

English language entry requirements

Depending on your student visa assessment level you may need to show your English level to get a student visa (sub class 500). In general, you must be able to read, write and understand English to benefit from a vocational (VET) course. Before you undertake a VET course, you will be required to have an interview with the Academic Manager to assess your specific needs. This will generally occur on enrolment day and during Orientation on the first day of your course, however, you may be interviewed prior to enrolment to ensure that you have the necessary language literacy and numeracy skills to undertake the course.
For admission to Rosehill College vocational courses (VET) English language proficiency must be demonstrated by achieving the following minimum standards:

**Certificate IV level courses**
- IELTS 5
- TOEFL iBT 35-45
- PTE Academic 35-42
- CAE 41-46

**Diploma and Advanced Diploma level courses**
- IELTS 5.5
- TOEFL iBT 46--59
- PTE Academic 43-50
- CAE 47-51

A certified copy of your English proficiency must be attached to your Rosehill College Application form.

**Change of address - Contact Information**

Upon arriving in Australia you are required to advise us of your residential address, email address for contacting you in the case of emergencies and your mobile telephone number.

If you move house or change your email address you must give us your new address or contact information within 7 days. This will ensure you receive information about your course, fee receipts and any other important information.

*The College will only contact you by email for written notices or letters.*

Please note: You must advise the Rosehill College office of any change in address, personal situation or any problems as soon as you know there is a change but no later than 7 days.

**Overseas Student Health Cover (OSHC)**

Australia has an efficient health care system which is subsidised by the Australian Government. Overseas Student Health Cover (OSHC) provides insurance cover that permits you to use this system. Your health cover covers a portion of the costs for any medical or hospital care you need while studying in Australia. It also provides part payment for most prescription drugs and emergency ambulance transport.

If you are an international student studying in Australia, you must purchase an approved OSHC policy from a registered health fund — before applying for your visa. You will also need to maintain OSHC throughout your stay in Australia. You can find out more about the conditions of health coverage and about purchasing Overseas Student Health Cover at the website [http://studyinaustralia.gov.au/Sia/en/StudyCosts/OSHC.htm](http://studyinaustralia.gov.au/Sia/en/StudyCosts/OSHC.htm) and from
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 and Administration Manager or the CEO/PEO 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 $1,000 is required.
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.
- 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 is responsible for:


b) For the issuance of the AQF certification documentation. More details about the AQF certification standards can be found at https://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.
Compliance with Legislation, Regulation and Government Guidelines

Rosehill College is committed to complying with all relevant Commonwealth, State and Territory legislation, legislative instruments and regulations and will provide staff, trainers and assessors and participants with information about those requirements that may significantly affect their duties or their participation in education and training.

Rosehill College is bound by and operates within the following legislative and regulatory requirements:

- Child Protection (Prohibited Employment Act 1998 (CT))
- The Racial Discrimination Act 1975 (CT)
- Privacy and Personal Information protection Act 1998 (Cth)
- The Sex Discrimination Act 1984 (Cth)
- Disability Discrimination Act 1992 (Cth)
- Disability Discrimination Act 1992 (Cth)
- Workplace Health and Safety legislation in each state and territory
- National Vocational Education and Training Regulator Act 2011 (Cth)
- Copyright Act 1968 (Cth)

Work Health and Safety

Rosehill College is committed to ensuring the safety and well-being of staff, students and visitors. By actively following the Workplace Health and Safety Act 2011 the organization takes all reasonable measures to identify, control and eliminate potential hazards and risks. To do this we have processes and systems in place to ensure:

- a safe and clean working environment.
- adequately trained staff who know how to effectively manage emergency situations and identify, control and eliminate potential risk/hazards.
- the identification of potential risk in the completion of assessment tasks and strategies to control and eliminate these risks.
- sufficient equipment (including Personal Protective Equipment) is available and in good working order.
- Transparent reporting and documentation of risks, hazards, incidents and accidents
- Robust governance and monitoring

Our students also have a role to play in ensuring our environment remains safe and free of hazards.

By ensuring that corridors are free from clutter and obstructions, alerting trainers of potential hazards or risks, complying with the Smoke-free Environment Act 2000, knowing the evacuation procedure of your training venue and following the WHS considerations outlined in each assessment task you can help us keep our environment safe and free of hazards. If you would like to raise a WHS concern you can either speak to your Trainer/Assessor or email us on info@rosehillcollege.edu.au.

We look forward to hearing your thoughts and feedback.
Students Selection and Enrolment

Rosehill College has a commitment to ensuring its student selection processes are fair, transparent and non-discriminatory. Students are selected regardless of age, employment status, religion, gender, disability, sexuality, sexual preference, culture and ethnic background.

General principles that underpin our selection and enrolment processes are as follows;

- Rosehill College is compliant with consumer protection regulation/legislation and all federal and state discrimination acts.
- Accurate and ethical marketing and advertising strategies ensure students are fully informed prior to application/enrolment (e.g. program eligibility, pre-requisite requirements and language, literacy and numeracy skill levels).
- In accordance with Australian Privacy Principles prospective students are informed of how their information will be collected, used, disclosed and stored.
- Students are routinely screened to ensure eligibility requirements are met, special needs are identified and opportunities for recognition are provided.
- Student selection is based on:
  1. The prospective student’s application being fully completed.
  2. All required documentation being submitted, including the student’s USI.
  3. Program/course eligibility and pre-requisite requirements being met.
  4. Fees paid in accordance with the organizations ‘Fees and Refund Policy and Procedure’
  5. Consent and declarations being read, understood and signed.
- Where special needs or additional support requirements are identified an Individualized Learning and Assessment Plan is developed, implemented, monitored and evaluated throughout the term of the student’s enrolment.
- Documentation and supporting evidence are collected and stored in accordance with the organization Privacy Policy and Procedure and Record Retention Policy and Procedure.
- Consumers are encouraged to provide feedback on their experience and through the organization’s continuous improvement process. Opportunities for improvement are identified and actioned.
- Consumers are able to make a complaint or appeal an enrolment decision as per the organizations “Complaint and Appeals Policy and Procedure”.
- Refunds where required are provided to students in accordance with the organizations ‘Fees and Refund Policy and Procedure’.
For more information or to obtain a copy of Rosehill college’s “Student Selection and Enrolment Policy and Procedure” you are encouraged to send your request through to info@rosehillcollege.edu.au.

**Unique Student Identifier**

A USI or Unique Student Identifier is a reference number which creates an online record of all qualifications or nationally recognized training that you have completed in Australia. A USI will give you access to an online USI account which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5. Your USI will enable you to access your records and results online, anytime and anywhere.

All students enrolling in a nationally recognized qualification or course must provide a copy of their USI on application and enrolment. Getting a USI is free and easy and can be done in under 15 minutes. You can apply directly at [https://www.usi.gov.au/students/create-usi](https://www.usi.gov.au/students/create-usi) or if you do not have a USI and are unable to go online to apply for one, Rosehill College can do this on your behalf. If you would like Rosehill College will apply for a USI on your behalf all you need to do is, tick this option on the enrolment form and read the Australian Government Privacy Notice.

Rosehill College is not able to issue AQF certification documentation (your certificate, record of results or statement of attainment) without a verified USI. For more information, please visit: usi.gov.au or contact Rosehill College to obtain a copy of Students and the USI – A Fact Sheet for Students or alternatively you can speak to one of our friendly staff members on 02 9211 1288 or email us on info@rosehillcollege.edu.au.
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.

Student code of behavior

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.

Other Student support services
The College Staff are available to provide general advice and assistance with matters 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.

**Information Technology (IT) support**
Our Student Services and Administration Manager can advise you on general IT related issues within the College.

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

**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 23 below for details.

**Chief / Principal Executive Officer contact detail is:**
Phone: 02 9211 1288
Email: dos@rosehillcollege.edu.au
Student Services and Administration Manager contact detail is:
Phone: 02 9211 1288
Email: info@rosehillcollege.edu.au

Counselling Appointment and Academic Support
Seek information from the Student Services Manager for appointments.
Our multilingual Student Services and Administration Manager has an extensive knowledge of Rosehill College programs and services, as well as other educational and vocational pathways, so she/he can help you see 'the big picture'. She/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.

Provision of Quality Training and Assessment
Rosehill College prides itself on being able to deliver quality learning solutions in a wide range of dynamic and engaging environments. We do this by using a combination of different delivery and learning strategies which cater for all participants who may have different learning styles and therefore different support needs.

In addition, Rosehill College offers a strategic approach to learning and development, placing a large emphasis on the alignment of individual learning outcomes with key organizational objectives.

This method facilitates robust outcomes that offer real and measurable improvements for the course participant and the client.

Rosehill College’s approach to learning and assessment incorporates traditional forms of classroom training, one on one coaching, assessment activities and most importantly, well developed action learning projects that have been developed with consideration to key organizational objectives and/or challenges.

Rosehill College’s flexible learning techniques empower participants to maximize opportunities and efficiency for themselves and their employers.

Language Literacy and Numeracy (LLN) Support
As part of the enrolment process Rosehill College asks all prospective students to complete a Language, Literacy and Numeracy Assessment (LLN). Information from language, literacy and numeracy (LLN) assessments is used to ensure effective strategies are put in place to support our students to have a fantastic learning experience and ultimately successfully complete their program. Information from all LLN assessments is collected, stored and disclosed in accordance with Rosehill College Privacy policy and procedure.
If you think you may have language, literacy or numeracy problems that may inhibit normal participation in training and or assessment, Rosehill College will make reasonable efforts to modify delivery and assessment to enable your participation and optimize your successful completion.

**Our Training and Assessment Facilities and Equipment**

We acknowledge our obligation to provide training and assessment facilities, that are not only consistent with the requirements of the Training Package or VET-Accredited Course that we are delivering but exceed our client’s expectations and enable them to go beyond training and assessment outcomes expected from the course from which they are enrolled.

Rosehill College is committed to ensuring, and focused on providing, the best possible training and assessment facilities, that are not only consistent with the requirements of the Training Package or VET-Accredited Course but exceed these requirements. All training venues are 9B accredited meeting current WHS legislative requirements.

**Relevant Legislation and Information**

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

<table>
<thead>
<tr>
<th>Service</th>
<th>Website/Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire, ambulance and police emergency</td>
<td>000</td>
</tr>
<tr>
<td>Translating and Interpreting Service</td>
<td>131 450</td>
</tr>
<tr>
<td>Lifeline 24-hour Counselling, Advice and Referral Services</td>
<td>131 114</td>
</tr>
<tr>
<td>Complaint or Problems</td>
<td><a href="https://www.accc.gov.au/">https://www.accc.gov.au/</a></td>
</tr>
<tr>
<td>International Student Legal Advice Redfern legal services</td>
<td>9678 7277</td>
</tr>
<tr>
<td>Protection of Student Fees</td>
<td><a href="https://tps.gov.au/Home/NotLoggedIn">https://tps.gov.au/Home/NotLoggedIn</a></td>
</tr>
<tr>
<td>NSW Transport Information (Bus/Train/Ferry)</td>
<td>131 500</td>
</tr>
<tr>
<td>RTO and CRICOS registration</td>
<td><a href="http://www.asqa.gov.au">www.asqa.gov.au</a></td>
</tr>
<tr>
<td>Study Information</td>
<td><a href="http://www.studyinaustralia.gov.au">www.studyinaustralia.gov.au</a></td>
</tr>
<tr>
<td>Telephone Interpreter Service</td>
<td>131 450</td>
</tr>
<tr>
<td>Lifeline (Crisis Support)</td>
<td>131 114</td>
</tr>
<tr>
<td>Service</td>
<td>Contact Information</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>---------------------</td>
</tr>
<tr>
<td>Alcohol and Drug Information Service</td>
<td>9361 800</td>
</tr>
<tr>
<td>Sexual Assault, Domestic and Family Violence Counselling Service</td>
<td>1800 737 732</td>
</tr>
<tr>
<td>Department of Immigration and Border Protection</td>
<td>131 881</td>
</tr>
<tr>
<td>NSW Multicultural Health Communication Service</td>
<td>9816 0347</td>
</tr>
<tr>
<td>Family Planning (for pregnancies)</td>
<td>8752 4300</td>
</tr>
<tr>
<td>Sydney Sexual Health Centre (for sexually transmitted diseases)</td>
<td>9382 7440</td>
</tr>
</tbody>
</table>

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

**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 and 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 and 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 and 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 Attendance**

**Responsibility**
The Student Services and 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 and 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 and 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.
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.

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.


• 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 https://www.homeaffairs.gov.au/.
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 https://www.homeaffairs.gov.au/.

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


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.education.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 https://www.homeaffairs.gov.au/.

For more details about transferring and the requirements under the ESOS National Code, you can:

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).


**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 [https://www.ombudsman.gov.au/How-we-can-help/overseas-students](https://www.ombudsman.gov.au/How-we-can-help/overseas-students).

Providing Feedback
Rosehill College is committed to providing its consumers with a service and product that is of the highest quality, that meets the needs of the individual/ industry and that can respond efficiently and effectively to the marketplace. To do this, we seek feedback on our service and product from consumers, students, employers and industry partners.

Throughout your experience with our organization you will be encouraged to provide us with honest and constructive feedback. Your feedback is extremely important as it will be used to improve all facets of how we deliver and assess our programs. Your feedback will also be used to improve the level of customer service and support provided to our consumers.

The best way to provide us with your feedback is by contacting us anytime on: info@rosehillcollege.edu.au.

Rosehill College students will also be encouraged to complete an evaluation form halfway through their program and on program completion.

Rosehill College would also like to hear from our other students as to how our programs have influenced your ability to get a job, secure that promotion that you have been dreaming about or have influenced you on a personal level. We look forward to hearing and celebrating your future achievements!

Experienced and Qualified Trainer and Assessors
In order to deliver quality learning outcomes on a consistent basis meet the need and standards of industry, Rosehill colleges recognizes the critical importance of having suitably qualified and experienced training and assessors working with us participants.

We have therefore developed a set of standards and guidelines to ensure we only recruit Trainers and Assessors who have the right qualifications and recent industry and education experience to deliver and assess all qualifications and VET accredited courses on our scope of registration.

Rosehill College aims to ensure that all trainers and assessors are inducted properly into our operations. Trainers and assessors must hold the following minimum qualifications and experience:

• Certificate IV in Training and Assessment (in accordance with the relevant training package at any point in time – currently TAE40116 plus TAELLN401A Address Adult Language Literacy and Numeracy skills).
• Qualifications in at least the qualification (AQF) level at which they are teaching and assessing.
• Current industry skills relevant to their teaching and assessing.
- Knowledge of vocational education and training.
- Working with Children Checks or their equivalent if working with students under the age of 18 years of age.

All trainers and assessors are required to undertake continuing professional development to:

  - Maintain their vocational currency (keeping current and up to date with industry).
  - Develop and maintain their knowledge of the VET sector (vocational education and training).
  - Continue to develop their competence as trainers and assessors.

Rosehill College requires trainers and assessors to regularly provide evidence of continuing professional development activities and demonstrate how they have remained current and competent in industry.

**Your Training and Assessment Materials**

Rosehill College is committed to ensuring that all qualifications and accredited courses on its Scope of Registration have purchased or developed training and assessment resources that are consistent with the Training Package and VET accredited course requirements, are industry relevant, meet industry standards and are contextualized to meet the needs of each learner group.

Training and Assessment Materials are the learning and evidence gathering tools of a VET qualification. All training and assessment materials are quality assured through the Validation and Moderation processes of Rosehill College.

Rosehill College utilises an online Moodle learning platform with Face-to-face classroom training and tutorial classes to support all training. All training and assessment resources or materials can be adapted to meet the individual needs of students (e.g. printed in a larger font or on coloured paper or presented as a hard or soft copy).

Training and assessment materials are defined by Rosehill College as:

  - Learner and trainer and assessor course instruction guides and schedules.
  - Assessment tools, including but not limited to observation checklists and workbooks.
  - Mapping guides.
  - Marking guides.
  - Feedback fathering materials for student and trainers or assessors.

All learning and assessment materials provided by Rosehill College, support Competency-Based Training (CBT), which is the process of collecting evidence and making judgments about whether competency has been achieved.
Overseas Student Health Cover (OSHC)
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.

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:

https://www.studyinaustralia.gov.au/ - living and studying in Australia. 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.

<table>
<thead>
<tr>
<th>Season</th>
<th>Months</th>
<th>Average Daily Temperatures</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spring</td>
<td>September to November</td>
<td></td>
</tr>
<tr>
<td>Summer</td>
<td>December to February</td>
<td></td>
</tr>
<tr>
<td>Autumn</td>
<td>March to May</td>
<td></td>
</tr>
<tr>
<td>Winter</td>
<td>June to August</td>
<td></td>
</tr>
</tbody>
</table>

Entertainment Ideas

Sports and outdoor activities
Art, literature, stage and cinema, dance, classical music and contemporary Australian rock music

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 driver’s 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 indicate 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 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 about money and banking in Australia is available at the following website [http://www.studyinaustralia.gov.au](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

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 and 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.

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.

<table>
<thead>
<tr>
<th>Food</th>
<th>Personal Effects/Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Milk 1 litre $3.99</td>
<td>Shoes 1 pair $70.00</td>
</tr>
<tr>
<td>Bread 1 loaf $3.50</td>
<td>Jeans 1 pair $80.00</td>
</tr>
<tr>
<td>Apples 1 kg $4.00</td>
<td>Toothpaste 140g $4.50</td>
</tr>
<tr>
<td>Potatoes 1 kg $5.00</td>
<td>Shampoo 500ml $6.00</td>
</tr>
<tr>
<td>Beefsteak 1 kg $15.00</td>
<td>T-shirt $20.00</td>
</tr>
<tr>
<td>Eggs 1 dozen $4.00</td>
<td>Hairdresser $20.00 to $40.00</td>
</tr>
<tr>
<td>Cereal 1kg $6.00</td>
<td>Newspaper $2.00</td>
</tr>
<tr>
<td>Fruit Juice 2 litres $6.00</td>
<td>Cinema ticket $25.00</td>
</tr>
<tr>
<td>Rice 1 kg $2.00</td>
<td>Public transport city &amp; innersuburbs $7.00 for a day pass</td>
</tr>
</tbody>
</table>

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.
Appendix 1

Standards for Registered Training Organisations 2015
The Standards for Nationally Registered Training Organisations are established and monitored under a national regulator, the Australian Skills Quality Authority (ASQA), which is responsible for registering training organisations and accrediting courses.

One of the core conditions of registration is that relevant applicants and RTOs comply with the requirements set out in the VET Quality Framework.

The VET Quality Framework is aimed at achieving greater national consistency in the way providers are registered and monitored and in how standards in the VET sector are enforced. It comprises:

- The Standards for Registered Training Organisations 2015
- The Fit and Proper Person Requirements
- The Financial Viability Risk Assessment Requirements
- The Data Provision Requirements
- The Australian Qualifications Framework.

The Australian Qualifications Framework (AQF)
The Australian Qualifications Framework (AQF) covers all qualifications in post-compulsory education and training. It was developed to meet the need for an overall system of qualifications to support reforms in vocational education and training. The AQF was introduced throughout Australia in January 1995. [www.aqf.edu.au/Default.aspx?TabID=204](http://www.aqf.edu.au/Default.aspx?TabID=204)

Education Services for Overseas Students (ESOS) Act
The provision of education and training services to overseas students in Australia is regulated by ASQA through the Education Services for Overseas Students Act 2000 and Educations Services for Overseas Regulations 2001.

The purpose of the legislation is to protect the interests of people coming to Australia on student visas, by providing tuition and financial protection and by ensuring a nationally consistent standard for all registered providers. Rosehill College protects students’ fees through membership of the Tuition Protection Service (TPS).

As a CRICOS registered provider 03622A, Rosehill College must comply with the ESOS Act, associated legislation and regulations. There are penalties for failure to comply.

Under the ESOS Act, Rosehill College must report directly to the Department of Home Affairs a student who breaches their student visa requirements, in particular the requirements about student’s maintaining satisfactory progress in their course. Should you wish to obtain further information about the ESOS Act we invite you to access the website
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.education.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.

framework can be accessed via.

Appendix 2

Critical Incidents

ROSEHILL COLLEGE 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 ROSEHILL COLLEGE. 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 ROSEHILL COLLEGE; and
- Information which has the potential to negatively affect the reputation of ROSEHILL COLLEGE 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 CEO 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 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 dialing 000 immediately and being put through to the appropriate service. See Accompanying contact numbers.
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 Director of Studies 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 Director of Studies 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 Director of Studies 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 Director of Studies 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 Director of Studies 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 assurance and minimise distress.

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