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INTERNATIONAL STUDENT HANDBOOK



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WELCOME TO SPENCER COLLEGE

On behalf of the staff at Spencer College, we would like to welcome you.

To help you to understand the way our organisation works and to help you get the most from your studies, we are providing this Student Handbook, which we hope will answer many of the questions, you have about studying with us.

If your application to study at Spencer College is successful, you must attend a compulsory Orientation Programme before commencing your course, where the Student Handbook will be once again explained to you. Please read this student handbook carefully before you decide to enrol at Spencer College. This book explains your rights and responsibilities during your study period. If you are not sure of anything written in this book or have questions before you choose to enrol at Spencer, please contact us.

If, during and after orientation reading this Handbook you have any questions, please ask your trainer or another staff member to explain.

All staff members are here to assist you to during your study period at Spencer College. We always encourage our students to talk to us at any time if you have to discuss any problems you may have.

We trust that your time with Spencer College is an enjoyable one and that the skills you learn here prove valuable in your chosen career.

The Management Team
Spencer College Pty Ltd



The VET Quality Framework

You are about to consider becoming a student in the process that can result in achieving an Australian nationally recognised qualification.

The Australian Skills Quality Authority (ASQA) is the National Regulator for Australia's vocational education and training (VET) sector. ASQA's functions include registering training providers as registered training organisations (RTOs) and recommending the registration of RTOs as CRICOS/ESOS providers who can enrol and provide nationally recognised training to overseas students who have Australian Student Visas.

The **Standards for Registered Training Organisations (RTOs) 2015** are the standards that ASQA uses to regulate vocational education and training.

The **Vocational Education and Training (VET) Quality Framework** comprises the:
Standards for Registered Training Organisations (RTOs) 2015

- Quality Standards
Australian Qualifications Framework
Fit and Proper Person Requirements (which, as of 2015, are part of the Standards)
Financial Viability Risk Assessment Requirements, and
Data Provision Requirements.

The **National Register** situated at www.training.gov.au is the national register of approved Registered Training Organisations (RTOs) for Australia's national training system.

As a Registered Training Organisation, **Spencer College** adheres to this system and does all within its power to remain compliant. From time to time students will be surveyed and their cooperation will assist this organisation in remaining compliant.

ESOS Framework

Education Services for Overseas Students (ESOS) Act 2000 and the National Code of Practice 2018

Spencer College is bound by the Education Services for Overseas students (ESOS) Act 2000 and the Education Services for Overseas Students (ESOS) Regulations 2001 and ESOS Amendment Bill 2010 and National Code of Practice 2018 which ensures:

- The integrity and accuracy of marketing materials and recruitment services by qualified, competent, and informed staff.
- Competent, informed and reputable representation by appointed agents.
- The provision to prospective students of a full range of information relating to academic programs.
- English language proficiency and qualifications and/or work experience requirements for entry.
- Facilities, resources, teaching and assessment methods, learning resources, fees, refund arrangements, and student support services.
- The provision of orientation and timely international student contact by qualified, competent staff.
- Qualified teaching staff deliver and assess education that is compliant with the Commonwealth Register of Institutions and Courses for Overseas students (CRICOS), and The VET Quality Framework (SNR Standards).
- The maintenance of detailed and accurate student records in relation to admission enrolment, academic performance, course progress, complaints, appeals and refunds.
- The provision of student support services including counseling and advisory services by qualified, competent staff.
- The handling of complaints, disputes and refunds in a timely manner.
- Protection of student fees.
- Access and equity for all.

Easy Guide to the ESOS Framework brochure

Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework, and they include the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2018.

Spencer College recommends that prior to enrolling at Spencer College you visit the Australian Education International website for more information regarding the ESOS Framework. A description of the ESOS

Framework is available electronically at: <http://www.aei.gov.au/regulatory-information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOSQuickInformation/Pages/Default.aspx>.



Overseas Student Health Cover (OSHC)

The Australian Government requires overseas students and any dependants to obtain health insurance for the duration of their visit to Australia. Spencer College can arrange health cover for you for the duration of your studies, after this time you will be responsible for renewing yours and your family's health cover before the expiry date. It is a condition of the Student Visa that you as a student are covered by Overseas Student Health Cover (OSHC) for the entire period of study in Australia. The health cover fees must be paid to Spencer College with your tuition fees upon enrolment. The cost of your OSHC will be evident on your Enrolment Form and Letter of Offer.

Living in Australia

Accommodation

If you choose to rent, lease, live in or organise share accommodation, you should be aware of your legal rights and responsibilities. You can get most of this information from the Residential Tenancies Authority at <http://www.rta.qld.gov.au> where you will find information about *Renting* and *Your rights and Responsibilities*.

If you choose to rent or lease property, or share accommodation, you may be responsible for the notification and payment of utilities, reconnection and disconnection (electricity, gas, telephone, and water). When you leave a property, it is your responsibility to notify the utilities companies of your date of departure for finalisation of accounts. Before signing any contracts, make sure you understand the terms and conditions of each document.

Housing options include:

Home stay: While you study in Australia, you may choose to be accommodated with a host family. Staying with an Australian family is one of the best ways to introduce you to Australian culture and lifestyle. Please contact the International Student Support Officer (SSO) for more information. Prices range from \$110 – 270 a week.

Spencer College acknowledges their responsibility and duty of care for overseas students, and the College has an agreement with a number of organisations for the provision of home stay services by host home stay providers in the local Brisbane area for students 18 years of age, or over.

Should the student have a complaint, grievance or dispute with the home stay provider, they should raise concerns with the SSO who will acknowledge the complaint within twenty-four (24) hours, and coordinate and resolve it with relevant officers usually within five (5) working days.

Hostel Accommodation: While you study in Australia, you may choose to stay at a hostel. Hostels usually provide you with your own room plus access to a shared bathroom, living and leisure areas. Some hostels provide meals, while others require you to cook your own meals. Prices range from \$80-\$135 per week and may have extra charges for appliances and a security deposit.

Renting and leasing property: While you study in Australia, you will need a place to live that may be your own rental apartment, flat or house. Rental and lease vacancies are found in local newspapers, the local real estate agency display windows and website www.realestate.com.au or within the Yellow Pages: <http://www.yellowpages.com.au>

Renting a property, like an apartment, flat or house means that you can have independence, are close to your place of study, can choose whom you live with, however you may need to buy (or rent) furniture and electrical products. If you rent or lease, the real estate agent will ask you to sign a contract (Tenancy Agreement or Lease Agreement) that is between yourself, the real estate agent, and the property owner. The contract will specify the length of time, usually six (6) to twelve (12) months that you will stay in the property; property description; price of rent or lease; price of bond or security deposit (usually one month's rent); and any special conditions. Make certain that the accommodation meets your needs and is affordable. The average price for a one-bedroom apartment, house or flat ranges from \$100 - \$280 per week; or \$250 - \$500 per week for two (2) to three (3) bedroom accommodation.

A bond or security deposit is usually equal to one month's rent and is paid to the real estate agent or owner in case you don't fulfil your responsibilities. When you vacate the property, leave it in reasonable condition, and fulfil all rental or lease obligations the bond or security deposit will be refunded to you.

Share accommodation: Shared accommodation is usually arranged after you have arrived in a local area. It is usually a rental arrangement between yourself, the person who has signed the contract (Rental or Lease



Agreement) and approval from the owner and real estate agent. The price of shared accommodation depends on the size and number of people sharing the property. In a shared apartment, flat or house each person usually has their own bedroom and shares the bathroom, kitchen and living areas with others. You will need a budget of \$250-\$370 per week for accommodation, food, utility accounts, transport, and personal goods. The price of these items vary – share accommodation (\$70-\$250), food (\$80-\$120 either purchased for your own use or shared with others), and utilities (electricity, telephone, internet/ broadband subscription etc.).

Cost of Living

In Brisbane, the cost of living is generally lower than most capital cities in Australia. Brisbane caters for a diverse range of lifestyles, which can be enjoyed on a student budget. An international student would need to allow an estimated AUD\$18,610 per annum for basic living costs if not sharing accommodation. Costs can be reduced by sharing with friends and budgeting carefully. The table below is only a guide and the figures only provide an estimate. Items such as car costs, tuition fees, and entertainment and internet charges are not included.

Weekly expenses - Per person based on a 2-bedroom shared unit*			
Rent	\$150	Electricity (\$150 per quarter)	\$10
Food (own cooking)	\$80	Mobile Phone	\$15
Public Transport	\$20	Educational (photocopies, disks, etc.)	\$10
TOTAL EXPENSES			\$285

*All prices quoted are only a guide and they are current as of November 2018. Please refer to

<http://studyinaustralia.gov.au/Sia/en/Studycosts/LivingCosts> for further information.

Establishment costs

Establishment Costs based on 2-3-bedroom houses			
Temporary accommodation e.g. Backpackers (\$20/night for 4 nights)	\$80	Rent (2 weeks rent in advance - \$400 shared between 2)	\$200
Incidentals (transport & food in your first week)	\$200	Electricity bond (\$80 shared between 2)	\$40*
Bond (4 weeks rent, \$1000 as above, shared between 2)	\$500*	Basic used furniture, linen & crockery	\$300
TOTAL EXPENSES			\$1320

You will also need to consider the one-off expense of establishing a home and other incidental expense (e.g. textbooks, medical, clothing, recreation, entertainment, visas renewals) so it is advisable to budget for an extra AU\$1500 -- \$2000 per year.

*Rental Bond refundable

Spencer College's International Student Support Officer can assist you to arrange suitable accommodation for you and any dependants however it is important to note that you will be responsible for any costs associated with this.

Please note these cost-of-living expenses are estimates only. If you want to calculate your expenses exactly, please go to Study Australia website. You can find living cost calculator to figure out exact amount according to you preferences.

<https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs.html>

Family (Dependants)

If you intend to bring family members to Australia, you need to first ensure that your visa allows you to do so. You also need to be aware that if you bring any dependants with you that you are responsible for supporting them, including paying educational fees for dependants who study in Australia. (This includes school age children and any higher education costs). If school-age dependants accompany a student to Australia, the school-aged dependant's education will be at full fee if they are enrolled in either a public (Government) or private school. Further information can be obtained through Department, Education, Training and Employment, Queensland at <https://eqi.com.au/study-options>



Child Care

There are many local Government accredited childcare centres located in Brisbane. Listed below is a locally based childcare centre that is a short bus ride from the campus. There are also many child care centres in the city centre however they are usually higher in price and lower availability:

Nazareth Early Learning Centre
20 Hawthorn Street
Woolloongabba
Phone: 07 3891 1016

Other local Government accredited child care centres may be found within The Yellow Pages telephone book www.yellowpages.com.au/, Brisbane City Council website <http://www.brisbane.qld.gov.au> or further information can be obtained at the Australian Child Care Index at <http://www.echildcare.com.au/> Or <http://www.earlychildhoodaustralia.org.au/>, or Child Care Information Service Telephone: 1800 637 711

Family Support

Family support can be assessed from a range of local service providers within local newspapers, The Yellow Pages telephone book (www.yellowpages.com.au/), Brisbane City Council, and website:

<http://www.visitbrisbane.com.au/>

For further information, please contact:

Citizens Advice Bureau Brisbane Inc.
City Hall Foyer, Ann Street, Brisbane City 4000
Telephone: 07 3403 5648
Website: <https://www.mycommunitydirectory.com.au/>

Department of Family and Community Services
200 Adelaide Street, Brisbane City 4000
Telephone: 1300 653 227
Fax: 3005 6097
Website: <https://www.qld.gov.au/families>

Legal Services

If you do not understand the words in a legal document, do not sign it. You should seek advice from the Legal Aid Commission, or a knowledgeable person. The Legal Aid Commission offers free advice, and assistance with applications and legal documents, on the telephone and in person. For further information contact:

Queensland Legal Aid

Herschel Street, Brisbane
Telephone: 1300 65 11 88
Website: <http://www.legalaid.qld.gov.au>

The Anti-Discrimination Commission receives complaints from people who feel they have been treated unfairly, have been discriminated against, or is experiencing sexual harassment. Further information is available from:

Anti-Discrimination Commission

Level1, RAMS House
189 Coronation Drive (Corner Cribb Street)
Milton, QLD 4064 Australia
PO Box 2122, Milton, QLD 4064 or Brisbane DX 44037
Telephone: 1300 130 670 or TTY: 1300 130 680
Facsimile: 07 3247 0960
Website: <http://www.adcq.qld.gov.au>



Daily Living, Environment and Health

Climate

The mild sub-tropical climate in Brisbane averages 290 days of sunshine per year; 1371 millimetres of rainfall; seawater temperature of 22°C, and air temperature of 25°C.

Seasonal changes in:

Summer	–	December to February between 19-35°C
Autumn	–	March to May between 11-28°C
Winter	–	June to August between 10-22°C
Spring	–	September to November between 13-28 °C

Geographic area

Spencer College has two campuses located within the Brisbane Local Government Area (LGA). Both have the same local government council which is responsible for local and municipal services such as the provision of water, refuse collection and libraries. The Council-published Community Services Guide and the Events Calendar contains a listing of services provided by the Brisbane City Council, together with the phone numbers of relevant departments. You may not live in the same LGA. Redland Shire and Logan City Councils also provide information to students living and/or working in these areas.

Further information:

Brisbane City Council Administration Centre City, Lower Ground Floor 69 Ann Street Brisbane Qld 4000 Ph: 07 3403 8888 Website: www.brisbane.qld.gov.au	Gold Coast City Council Surfers Paradise 135 Bundall Road Bundall QLD 4217 Ph: 1300 MY GCCC (1300 69 4222) Website: http://www.goldcoast.qld.gov.au/contact-council-1018.html
Redland Shire Council Crn Bloomfield and Middle Streets Cleveland Qld 4163 Ph: 07 3829 8999 Website: www.redland.qld.gov.au	Logan City Council Customer Service Centre 150 Wembley Road Logan Central Qld 4114 Ph: (07) 3412 3412 Website: www.logan.qld.gov.au/lcc

Many of the Australian Commonwealth and Queensland State Government Departments have offices in Brisbane. Within the index of the White Pages Telephone Book, you will find an extensive list of departments and government services. Further information: Queensland Government 9.00am to 5.00pm (Monday to Friday) Telephone (Free call): 1800 803 788.

Driver's licence

It is compulsory for drivers of cars to possess a driver's licence in Queensland and other Australian States and Territories. You can learn to drive with a driving school that will also prepare you for the driving test provided at the Queensland Transport office of your choice. For further information: Qld Transport Phone: 13 23 80

Parking and bicycles

Spencer college CBD campus is located in Brisbane CBD near the Roma St railway station and Woolloongabba near Gabba Bus station, the easiest way to travel to and from home to college is public transport. There is limited parking available on the street for cars and bicycles. Please note and understand the parking time restrictions, tow away zones to avoid fines. For more info please go to <https://www.brisbane.qld.gov.au/traffic-transport>

Helmets and seat belts

It is always compulsory for riders and passengers travelling on a bicycle or a motor cycle to wear a helmet. It is always compulsory for drivers and passengers (including those in back seats) travelling in cars to wear seat belts.



Public Transport

Public transport via rail and road is available from Queensland Translink Services. Information regarding timetables can be found online at <http://translink.com.au/> or visit the college's student services.

Student Discounts on Public Transport

Your student card will enable you to travel at discounted rates. You must first apply to www.translink.com.au to activate your card.

Shopping

Shopping centres have a range of shops for buying food, clothing, electrical, jewellery, photographic, shoes and household items, banks, travel agencies, and health care, medical centres, allied health professionals, natural therapies, cinemas, cafes and restaurants. Payment methods for goods and services include cash, credit cards such as Visa, MasterCard, American Express and Diners Club International.

A selection of shopping centres on the Brisbane south side:

- Capalaba Park Shopping Centre: Corner of Mt Cotton Bay Road & Redland Bay Road
- City Myer Centre, Wintergarden, Broad Way, Queens Plaza on Queen Street Mall
- Carindale Westfield Shoppingtown: Creek Road Upper Mount Gravatt
- Garden City Shopping Centre: Corner of Kessels Road & Logan Road
- Hyperdome: Corner Pacific Hwy and Bryant's Road, Loganholme

To find out more about public transportation to the shopping centres, please visit Translink homepage: www.translink.com.au. To obtain the map around the shopping centres, please visit: www.brisbane.qld.gov.au

Beach Safety

Within close proximity to Brisbane there are many beaches on the Sunshine Coast, the Gold Coast, Moreton Island, Stradbroke Island, Fraser Island, etc. It is very important that you always swim between the red and yellow flags DO NOT EVER swim outside of the flags (or if there is no flagged area) – as you will risk your life. The flags mark the safest place to swim and the area where lifesavers and lifeguards patrol.

LEARN THE LINGO

Even people from English-speaking countries sometimes say they find it hard to understand what Australians are talking about. It is believed that sometimes Aussie accent that is causing the problem; it's more than likely our unique Aussie slang. Time is the only thing that will help you adjust to the Australian accent. But this guide will help you understand some of the more common slang words you may hear in Australia. For information about Aussie slang please go to <http://www.movingtoaustralia.com.au>.

Food

Brisbane offers a range of international food and beverages. Further information is available within local newspapers, The White / Yellow Pages telephone book www.whitepages.com.au, www.yellowpages.com.au, Brisbane City Council, website: www.brisbane.qld.gov.au

Resettlement

Overseas students often experience issues related to resettlement. Re-settlement or the process of adjustment begins from departure from your home country, arrival in Australia, culture shock, unhappiness, adjustment, completion of study, return to your home country, arrival in home country, reverse culture shock, readjustment, and adaptation to life in your home country.

It is common for international students to feel unhappy or even depressed during the resettlement. When this happens, the worst thing you can do is not telling anyone. Please come and talk to our friendly and experienced Student Counsellor about your problems.



Religious services

The locations, times of worship, and services can be accessed from a range of local religious organisations within local newspapers, The Yellow Pages telephone book (www.yellowpages.com.au), Brisbane City Council (www.brisbane.qld.gov.au)

For further information, please contact:
Citizens Advice Bureau Brisbane Inc.
City Hall Foyer, Ann Street, Brisbane City 4000
Telephone: 07 3403 5648
Fax: 07 5532 9536

Entertainment, Recreation and Sport

Brisbane is a diverse place with much to see and do and many opportunities for entertainment and recreation. Enjoy your spare time with friends and family in parks in Brisbane. Free BBQ facilities are available in most parks and the city beach at Southbank parkland. Brisbane hosts more than 600 restaurants and street cafes from various cultures. Fish and chips experience at nearby bays is a must!

There are libraries, Lone Pine Koala sanctuary, museums, art galleries and cinemas within Brisbane and several theme parks south of Brisbane including Dreamworld, Seaworld, Warner Brothers Movie World, and Wet'n Wild Water Park. Enjoy day trips to the world-famous Gold Coast, Sunshine Coast and Noosa! Brisbane offers many outdoor and indoor sports and sport spectator opportunities such as: swimming, golf, football, soccer, tennis, netball, cycling, boating etc. Further information can be found at:

Website: www.brisbane.qld.gov.au Telephone: 1300 134 199, the Information Centre on Queen Street Mall; local newspapers, The Yellow Pages telephone book (www.yellowpages.com.au) Brisbane City Council.

The Gold Coast is Australia's top holiday destination with much to see and do and many opportunities for entertainment and recreation. Enjoy your spare time with friends and family in Gold Coast parks. Free BBQ facilities are available in most parks. There are many restaurants and street cafes from various cultures to choose from and fresh fish straight off the fishing trawler is sold at beachside cafes.

It is only a simple train ride to the world-famous Gold Coast boasting Gold Coast Arts Centre, cinemas and convention centre that stage many well-known acts. The theme parks including Dreamworld, Seaworld, Warner Brothers Movie World, and Wet'n Wild Water Park are at your door. The Gold Coast offers many outdoor and indoor sports and sport spectator opportunities such as: swimming, golf, football, soccer, tennis, netball, cycling, boating etc. Further information can be found at: Website: www.goldcoast.qld.gov.au Telephone: 1300 MY GCCC (1300 69 4222),

Banking

The four main Australian banks are Commonwealth Bank, Australian and New Zealand (ANZ) Bank, National Australia Bank (NAB), and Westpac. Banks, credit unions, Automatic Teller Machines (ATM) with cash dispensing and deposits 24 hours seven days per week (24/7), and Electronic Funds Transfer Point of Sale (EFTPOS) are located for the convenience of customers in shopping centres, supermarkets, and fuel stations. You can also go to Australia Post where most of the bank transactions can be done these days. Bank hours vary, however normal trading hours are:

Banks: 9.30am – 4.00pm Monday to Thursday, 9.30am – 5.00 Friday
(Some banks are now open till noon on Saturdays at major shopping centres.)
Building Societies: 9.00am – 5.00pm Monday to Friday, 9.00am – 12.00 noon on Saturday.

Check with your Bank or Building Society to confirm trading hours.

Credit unions are cooperative banks in which each account holder has shares in the credit union. When you open a bank or credit union account in Australia you need to provide your Tax File Number, and proof of identity. To meet the proof of identity fully, you need 100 points worth of identifications such as original passport, birth certificate, health insurance card, student identification card, driver's license, or identity card from your home country. Bank and credit union accounts have variable fees for account keeping, money changing, and money transactions. It is important for you to understand these fees and know when the fees will be debited from your account.

There are two basic types of accounts:

1. Savings and cheque accounts – provides you with a cash card for use with ATM and EFTPOS facilities and a cheque book (if cheque account).



- Investment accounts – provides a place for large amounts of money, for example tuition fees. These accounts pay higher interest rates than everyday accounts and do not usually have cash and card access. Some investment accounts require prior approval to access funds and you should enquire with your bank.

For convenience, find a bank that is located close to your place of study, work or home.

Employment and associated information

If you hold a Student Visa and would like to work, prior to starting you must have a DHA approved Work Visa, and a Tax File Number from the Australian Tax Office. You can apply for a work visa and should receive it within 24 hours.

Tax file numbers are used by the Australian Tax Office to identify people when they pay tax. You do not have to have a Tax File Number (TFN) if you do not want one. However, any income you earn (including interest on your bank account) will be taxed at a higher rate than when you had given your Tax File Number to your bank or employer.

You can apply for a Tax File Number online: www.ato.gov.au or by filling in the form and posting it. The form can be obtained at a local newsagency or the College International Student Office. Follow the instructions on the form and you will be issued with a Tax File Number normally within four (4) weeks. Keep your Tax File Number in a safe place and do not disclose it to anyone other than your employer or bank. The Australian Tax Office provides information on taxation and superannuation issues. For further information, please contact: Australian Tax Office Telephone (Free): 13 28 61 Website: www.ato.gov.au

To find new job check Spencer college's notice board, ask your friends, make resume and go door to door or register with employment agencies.

You are permitted to work up to 40 hours per fortnight (two weeks) during each semester and up to 40 hours per week during holiday breaks. Do not work without a Work Visa as this is a breach of your Student Visa and will put you at risk of deportation. Further information can be obtained from the Department of Home Affairs(DHA)<http://www.homeaffairs.gov.au/> or Telephone: 131881

Your employment rights can be checked with a range of agencies:

Australian Industrial Relations Commission (AIRC), Fair Work Australia and Wageline are amongst these.

Australian Industrial Relations Commission (AIRC) functions broadly to facilitate employment agreements with conditions of employment, between employers or employer bodies and employees, and to establish and maintain fair, minimum wages and conditions. Further information: <http://www.airc.gov.au/> or

Level 14, Central Plaza Two, 66 Eagle Street, Brisbane, 4000

PO Box 5713, Central Plaza, Brisbane, 4001

Telephone: (07) 3000 0399

Facsimile: (07) 3000 0388

Out of hours emergency: 0419 335 202

Email: brisbane@fwa.gov.au

Fair work Australia at <http://www.fwc.gov.au/> or telephone 1800 799 675

Wageline provides information on rates of pay and conditions of employment, award information, and employee entitlements regarding annual leave, sick leave, redundancy pay, superannuation and related issues. Insurance – worker's compensation Work Cover is the State Authority for administering Queensland's Work Health and Safety (WHS) legislation, system, and information. Further information:

Wageline

Telephone: 1300 369 945 (QLD only)

Website: <http://www.fwc.gov.au/>

Work Cover Queensland 280 Adelaide St, Brisbane, Queensland, 4000

Telephone (Free): 1300 362 128

Email: info@workcoverqld.gov.au

Website: <http://www.workcoverqld.com.au>



Health

Ambulance

If you require emergency medical assistance, telephone 000 and ask for the Ambulance Service where paramedics will listen and respond within a few minutes. If you are taken to hospital by ambulance, you will have to pay for the service. However, you can take out an insurance policy to cover this payment.

Health Services

Brisbane has a range of world class health services including public and private hospitals; medical practitioners; medical specialists; 24-hour medical clinics; many allied health professional services (chiropractic, dietetic, occupational therapy, podiatry, physiotherapy, radiology, speech therapy); and alternative therapies (iridology, naturopathy). Further information can be accessed in the Yellow Pages Telephone Book (www.yellowpages.com.au/) under Medical Practitioners and the Locality Guide that lists medical practitioners and medical centres within each Brisbane area and suburb. The QLD Health Department website at <http://www.health.qld.gov.au/> provides information on hospitals and other health services.

A selection of hospitals located on the Brisbane south side:

Greenslopes Private Hospital Newdegate Street Greenslopes Ph: 07 3394 7111	Logan Hospital Armstrong Road Meadowbrook Ph: 07 3299 8899	Princess Alexandra Hospital Ipswich Road Woolloongabba Ph: 07 3240 2111
Mater Private Hospital 301 Vulture Street South Brisbane Ph: 07 3840 1111	Queen Elizabeth II Hospital Kessels Road Coopers Plains Ph: 07 3275 6111	

Applying for a Student Visa

Spencer College welcomes overseas students who are over the age of 18.

If you wish to apply to Spencer College but you aren't an Australian citizen, Australian permanent resident, New Zealand citizen, or holder of a permanent humanitarian visa, you are considered to be an overseas student and you must apply for an overseas Student Visa from an Australian Embassy in your home country before leaving for Australia.

At times the visa application can be a lengthy process, so you should make your visa application early to ensure that you are able to begin your studies at Spencer College on the commencement date.

Visas usually last for the duration of your course and often have the condition that you leave the country on the completion of your course. More information regarding visas and studying in Australia can be found at www.studyinaustralia.gov.au or www.homeaffairs.gov.au.

Once you have accepted your offer of a place at Spencer College you can apply for your Student Visa. To do this you will need to take the following information to an Australian Embassy or Education Agent in your home country:

1. A Letter of Offer from Spencer College
2. An electronic Confirmation of Enrolment (COE) from Spencer College
3. A Medical Check-up and X-ray, if required
4. Good character declaration
5. Proof of financial support, as required by legislation

After your Student Visa has been granted, you are required to provide Spencer College with a certified copy of your Student Visa or your electronic Visa.

NOTE: *You cannot commence any course with Spencer College unless you have the correct Visa.*



Enrolling at Spencer College

How to enrol

1. Complete and sign the **International Student Enrolment Form**.
2. Complete a Credit Transfer/Recognition of Prior Learning Application (if applicable)
3. Submit your enrolment form along with certified/verified copy of your passport, relevant qualifications and English language test results, a non-refundable enrolment Application Fee of AUD \$200.
4. Alternatively, international students may apply via one of our recognised Education Agents in their own country.

Fill out your enrolment form accurately

It is important that the following information is accurately noted on your enrolment form and that if any of this information changes that you notify Spencer College at the earliest opportunity (as per the conditions of your visa):

1. Correct and clear spelling
2. Date of birth
3. Current address
4. Any assistance that you may require throughout the course
5. Any recognition of prior learning and/or credit transfer that you wish to apply for
6. Proof of your English language abilities (IELTS or equivalent)
7. Copy of Passport
8. Copy of Academic qualifications (in English), if required.
9. A copy of your Student Visa (if transferring in from another institution in Australia) and Transfer Letter (if required)
10. Proof of payment of fees (where applicable)
11. All questions answered, and field filled in

All students are responsible for ensuring that Spencer College administration has your up-to-date contact details. Please notify any changes within 5 working days of the change.



Acceptance of Enrolment

If your enrolment application is successful, you will receive a Letter of Offer, and International Student Course Acceptance Form. You will be required to complete the Acceptance Form and return this to Spencer College to indicate your acceptance of an offer of a place at Spencer College.

Enrolling Students

At this time, you will be required to pay up to a maximum of 50% of the first year's tuition fees and your Overseas Student Health Cover (if not already paid upon enrolment) in Australian Dollars. Payment plans can be negotiated with the College. Student or student's sponsor are allowed to pay more than 50% (up to 100%) of the total course fees if they wish to do so. If your course is less than one (1) year in duration, then 50% of the total course fees will be due. When your payment is received, Spencer College will provide you with an electronic Confirmation of Enrolment (CoE) that you can then use for your visa application.

The next payment will not be due until two (2) weeks before commencement of our 2nd study period. Spencer College will notify you when payment is due.

Continuing Students

After that you may enter into an arrangement with Spencer College to pay your tuition fees in instalments. You must speak with the Fees Officer to arrange.

PLEASE NOTE: Tuition Fees cannot be accepted by the College and your enrolment confirmed, until we receive your signed Course Acceptance Form.

Payment Options

In Person

Course fees are payable in person during office hours as over the counter transactions. Payment can be made by Cash, Bank Cheque, Bank Draft, Money Order or Credit Card. We support EFTPOS, Visa and MasterCard. A 1% surcharge applies to all Australian credit card and 1.5% to all international credit card transactions.

Online Transfers

Online transfers can be made to Spencer College with the following details:

Account Name	Spencer College Pty Ltd
Bank	CBA
BSB number	064000
Account number	16272222
SWIFT Code	CTBAU2S400 (for international transactions only)

If you are making a deposit online or direct at a bank, please enter your student ID number and/or Family Name as a reference to process the payment, and always keep a copy of the deposit receipt.

If you are making a deposit or transferring fees from overseas, please enter the ANZ bank details and SWIFT Code to process your transaction and enter your student ID and/or Family Name as reference.

Orientation

Spencer College's new students required to attend compulsory orientation prior to their course commencing. The College will advise you the date and time of the orientation and you will be explained all policies and procedures, students' rights and responsibilities and other services provided by the College. It is compulsory that you attend these sessions, as they will provide you with a comprehensive overview of the services available to you during your time at Spencer College which includes a campus tour and introduction to your new trainers.

It is compulsory that you attend these sessions, as they will provide you with a comprehensive overview of the services available to you during your time at Spencer College and will usually include a campus tour.

Spencer will organise re-orientation for the students who are unable to attend the scheduled orientation due to compassionate or compelling circumstances. If student doesn't attend any of the scheduled orientation before then their enrolment will be cancelled on non-commencement basis

Bookshop

There are several bookshops within the easy walking distance of Spencer College, and you will be advised of local shops on your initial arrival at the College.



Key Personnel

Spencer College Contact List:

Head Office:

Office Administration 00617 32173313
Office Administration 00617 32173434
Principal Executive Officer 32173313

Brisbane Campus:

Campus Manager 32173313
Student Support Officer/SSO 32173434

Emergency contact

24 hours 0422201762

Woolloongabba Campus:

Campus Manager 32173313
Student Support Officer/SSO 32173434

If you have a question or a problem, please contact the International Student Support Officer in the first instance. This officer can provide general assistance with such things as visas (student and tourist), accommodation, information on the local environment, student records (change of contact details – address and telephone), health insurance cover, banking, payments (tuition fees), re-settlement, and illness. Where the SSO cannot assist they will be able to refer you to an appropriate person/organisation for further assistance.

The International Student Support Officer may refer you to a person who can help you with counselling (career guidance, personal); advocacy; learning skills; literacy, language and numeracy skills; family support; child care; legal services; disability services; religious, cultural and recreation activities; sport; and transport (driving lessons, Queensland Driver's licence, and public transport).

Fees and Charges

Your course brochure will include information on what fees and charges apply to your chosen course. This information is also included in your Letter of Offer and International Student Course Acceptance form.

Protection of fees paid in advance.

Spencer College protects student fees through the establishment and maintenance of a separate fees holding account for student fees paid in advance. Fees are also protected through the establishment and maintenance of the Australian Government's Tuition Protection Service www.tps.gov.au/Information/Students/How. Due to unforeseeable if Spencer College stops operations the Tuition Protection Service department will look after the students who paid their fees in advance. Normally this department tries to place the students in other providers in the same course that students studying or are enrolled.

Refer to the Refund Policy of Spencer College within this Student Handbook for details of all fees, charges, and refunds.

Course fees

Unless otherwise advised fees:

- will be payable in Australian currency (\$AUD).
- do not include the cost of individual textbooks (unless stated), stationary, consumables, tools, photocopying or scanning.
- reflect the content of the course and the award, not the duration; therefore, there is no automatic reduction of tuition fees if you complete the course in a shorter time than the published length of the course.
- may be reduced or refunds maybe granted only if a student is granted sufficient RPL or Credit Transfers such that the course is completed in a shorter than normal time. But students are required to apply RPL or credit transfer before the enrolment. If students apply their credit transfer after enrolling their fees will be normal as per offer letter.

PLEASE NOTE: Granting of RPL (Recognition of Prior Learning) or Credit Transfer may impact on Student Visa conditions.



Sundry Fees

Some courses have associated sundry expenses including textbooks, stationery, uniforms and other personal expenses during the course of study. The student is responsible for the payment of the sundry expenses.

Locker Hire

Student will be required to pay \$50 deposit to hire the locker facilities provided by Spencer College. Deposit will be return after the return of the locker key.

Variation to tuition fees

Should the student complete the course in a period less than that stated in the Letter of Offer and Course Acceptance form, instalment amounts may alter. Should the student require a period greater than that stated on this offer to complete the course, he/she will be subject to additional fees.

Payment

Spencer College reserves the right to cancel a student's enrolment if fees are not paid on time.

Students will not be allowed to commence or continue studies until all fees due are paid. This includes any OSHC, late fees and administration charges. Students will also need to ensure they have paid all accommodation booking fees or airport reception fees to any other contractors before commencing their studies with the Spencer College.

Continuing students must pay all fees on or before the due date. Non-payment of fees is considered as misbehaviour by the College and is the grounds for cancellation of your enrolment under our Deferment, Suspension and Cancellation policy.

Payment by electronic funds transfer

If you pay by electronic funds transfer, your bank may charge you a transaction fee for the use of this facility. Please check with your bank and include the fee in the amount when paying, as Spencer College is not liable for these fees.

When tuition fees are paid by electronic funds transfer (EFT) payment needs to be in Australian currency (\$AUD) and received efficiently and credited correctly. Please follow these steps:

1. Sign the Student Declaration of Acceptance in the Course Acceptance form and return it immediately to the College. Once the College has received your signed Declaration of Acceptance, we are then able receipt your course tuition fees.
2. Pay fees into the following account:

Account Name	Spencer College Pty Ltd
Bank	COMMONWEALTH BANK
BSB number	064 000
Account number	1627 2222
SWIFT Code	CTBAU2S (for international transactions only)
3. Quote the reference: (Your student ID and/or Family Name)
4. Be aware that your bank or credit union may charge a transaction fee for using the EFT facility when you pay. If you do not pay the bank or credit union fees resulting from the EFT, you may receive a tax invoice for those fees from the College.

Please Note: Your Declaration of Acceptance (contained in the Course Acceptance Agreement Form) must be received on or before we can access your fees and issue a CoE. Spencer College cannot confirm your place until the Declaration of Acceptance and fees have been processed.

Payment Plan

Once you have fully paid your 1st and 2nd fee payments, the College may negotiate a payment plan with you for the remainder of your tuition fees. This will have recorded in a Payment Plan Agreement and must be approved by management. Once approved, you will receive a copy of the agreed payment plan and a copy will be placed in your file.

If you fail to meet any payments as they become due, the College will contact you by text or telephone when you will have the opportunity to renegotiate the plan. If there is no response from you, your enrolment will be immediately cancelled for non-payment of fees under our Deferment, Suspension and Cancellation policy.

Nothing in the College's refund processes negates the right of any overseas student to take action under Australia's consumer protection laws in the case of financial disputes.

Late Fee Charge

There is a \$50 administration fee for any late payments.



Additional Fees and Charges

Item	Charge
Reissue Student Card	\$50
Assessment Re-Sits	\$100 - \$300
Late payment of Fees	\$50
Re-enrolment Fee	\$500
Replacement Certificate	\$100 each
Printing charges apply	\$0.20 - \$1.00 per item

Services, Facilities and College Locations

College Locations and Facilities

Spencer College has educational facilities located at both Brisbane and Woolloongabba

Head Office Brisbane Campus

Level 1, 344 Queen Street
Brisbane, Queensland 4100
Australia

Tel: +61 7 3217 3313

Tel: +61 7 3217 3434

Email:

admin@spencercollege.edu.au

Woolloongabba Campus

Level 1, 5 Hubert Street
Woolloongabba, Queensland 4102
Australia

Tel: +61 7 3217 3313

Tel: +61 7 3217 3434

Email:

admin@spencercollege.edu.au

Head Office Brisbane Campus: Located in the heart of the CBD, with access to parking bus and train and city life within minutes' walk. Please note that there is no parking provided by Spencer college to its students and staff. Students require to arrange their own parking if they choose to drive to their classes.

Woolloongabba Campus: Woolloongabba is 1 km southeast of Brisbane CBD, and although part of the Brisbane City precinct with the advantages of urban life also has convenient traffic access and proximity to inner & outer suburbs.

Head Office: Brisbane Campus

13 x fully equipped air-conditioned training rooms.

1 x state-of-the art computer labs

1 x 140 SM Commercial kitchen/approved restaurant by Brisbane City Council

2 x large break-out area

1 x kitchen facilities for students and staff

4 x office rooms to have meeting with students.

More than 260 lockers to hire to keep cookery kits.

Electronic teaching aids and equipment including whiteboards, data projectors, screens, TVs.

Unlimited access to internet Wi-Fi

Straight access to college from street via accelerators

Access to library resources

3 large machines for Photocopying, scanning and fax services (fees apply)

Hours of Operation

Spencer College's hours of operation are: **7:00am – 6:00pm, Monday to Saturday.**

Weekends and Nights Safety and Security of Students

The safety and security are of utmost importance to the College, and we have put steps in place to minimise any potential safety issues arising from weekend or night classes:

- Students will be informed of any security system that is in place.



- There is adequate lighting on entry and exits.
- Classrooms and workshops will be always supervised by a trainer.
- Students will be advised to arrive and depart in pairs or small groups.
- Students will be accompanied by the College's personnel from and to their transport if arriving or leaving on their own at night or on weekends, and/or if their regular scheduled public transport is more than 500 metres from the campus.
- The College's Student Counsellor is available during college hours and on mobile after hours to assist with any concerns.

Commercial Facilities

Located within walking distance of Spencer College campuses are a wide range of commercial facilities such as Queen St Mall, Eagle St restaurants, Post Office Square shopping centre, these include all banks, health services such as doctors, restaurants, shopping centres, cafes and a range of different sporting venues. Both campuses are centrally located with easy access to transport within 100 metres of the campus.

Locker hire:

Spencer college has around 265 lockers for students to hire. Students require to pay \$50 deposit to hire locker and after their returning their keys to admin this deposit will be refunded them back. Students required to return their locker keys immediately after their final practical are finished in kitchen.

Library Services

Both the Brisbane and Woolloongabba campus have access to Council library services free of charge. Membership is free – you must provide photo ID and proof of your residence. Websites and Catalogues available at: www.brisbane.qld.gov.au/libraries. Free Wi-Fi internet access is available at all Council libraries.

Training and Assessing Staff

Spencer College will abide by the Standards for Registered Training Organisations (RTOs) 2015 regarding Trainer and Assessor qualifications in relation to all training and assessment activities. We will ensure that all of our Trainers and assessors will have as a minimum, the following combination of:

- A Certificate IV in Training and Assessment (TAE 40110) or TAE40116
- A minimum of three (3) years' recent industry experience in their vocational area.
- A commitment to continue to develop their VET knowledge and skills as well as their industry currency and trainer/assessor competence.
- Familiarity with the principles and practices of Competency-Based Training, The VET Quality Framework and Recognition of Prior learning.
- Familiarity with Equal Employment Opportunity and Occupational Health and Safety principles.

Course Information

Student engagement before enrolment

These courses are offered by Spencer College. Please refer to the course brochure on our website www.spencercollege.edu.au for all relevant information concerning your course of choice, including entry requirements, fees, duration, units to be completed, delivery and assessment methods, how to enrol.

Business, Management & Marketing Courses

Course Code	Course Description	CRICOS Code
BSB10120	Certificate I in Workplace Skills	108023G
BSB20120	Certificate II in Workplace Skills	108024F
BSB30120	Certificate III in Business	108027C
BSB40120	Certificate IV in Business	108030H
BSB40820	Certificate IV in Marketing and Communication	108031G
BSB50120	Diploma of Business	108033E
BSB50420	Diploma of Leadership and Management	104215J
BSB50620	Diploma of Marketing and Communication	108034D
BSB50820	Diploma of Project Management	104044A
BSB60120	Advanced Diploma of Business	108018D
BSB60420	Advanced Diploma of Leadership and Management	108020K
BSB60520	Advanced Diploma of Marketing and Communication	108021J
BSB80120	Graduate Diploma of Management (Learning)	108035C



Hospitality Courses

Code	Course Description	CRICOS Code
SIT30821	Certificate III in Commercial Cookery	109817J
SIT40521	Certificate IV in Kitchen Management	109692F
SIT50422	Diploma of Hospitality Management	111948B
SIT60322	Advanced Diploma of Hospitality Management	111949A

Package	Course Description
Business/Management/Marketing	Diploma and Advanced Diploma Packages in: Business, Management, Project Management, Marketing
Hospitality: Management Stream	Certificate III, Certificate IV and Diploma Packages in: Commercial Cookery, Diploma of Hospitality Management, Advance Diploma of Hospitality Management
Hospitality: Cookery Stream	Certificate III, Certificate IV and Diploma Packages in: Commercial Cookery, Diploma of Hospitality Management, advance Diploma of Hospitality Management

Packaged Courses*

* A 'package' refers to minimum of 2 or more courses. The \$200 non-refundable Enrolment Fee applies to each course in a package. Conditions apply to all packaged courses. Fees and durations subject to

change.

English Language and Academic Entry Requirements

See your course brochure for specific details relating to your chosen course.

When assessing applications for entry into a formal course at Spencer College several factors are considered. Generally, applications must satisfy the Academic and English language requirements to enrol at Spencer College. All accepted students must meet their English requirements as per their visa requirements. Spencer College reserves the right to accept or deny entry into a course.

Mode of Study

Full-Time (20+ hours per week) study incorporating flexible and classroom delivery along with practical/ hands-on tasks where required.

Attendance includes scheduled classes, course related information sessions, supervised study sessions, distance learning and assessment. Student are scheduled to attend 20 hours per week study as part of their Student Visa requirements.

To complete Hospitality course/s, student is required to meet the workplace requirements of the course. Each course has unit which require them to complete between 36 to 48 shifts at the actual workplace and complete the provided logbook.

Students have College facilities available including spacious training rooms that are equipped with whiteboards.

Recognition of Prior Learning (RPL)

The term "recognition processes" refers to assessment processes that enables the students to have, recognition of competencies currently held, regardless of how, when or where the learning occurred. Under the Standards for Registered Training Organisations (RTOs) 2015, competencies may be attained a number of ways. This includes through any combination of formal or informal training and education, work experience or general life experience. To grant recognition of prior learning the assessor must be confident that the candidate is currently competent against the endorsed industry or enterprise competency standards of Training Packages or competency outcomes specified in Australian Qualification Framework (AQF) nationally recognised courses. The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples, work contracts. The assessor must ensure that the evidence is authentic, valid, reliable, current, and sufficient.

Knowledge and skills can be acquired in a variety of ways:

- Through a formal learning process, such as attending school or completing a short course,
- Through work experience, such as being taught on the job how to do something or though
- Life experience or personal experience, such as a hobby or experience at home.



There are no limits on where or how the student acquired the skills.

Spencer College has an established RPL process. Applications for RPL MUST be made before the commencement of a course. For further information please contact the College. The RPL fee will be charged at the usual cost of the unit of competency.

Credit Transfer (CT)

Credit Transfer is credit towards a qualification granted to students based on outcomes gained by a national training package qualification with another Registered Training Provider in accordance with National Recognition policy requirements. Spencer College has an established Credit Transfer process.

Credit Transfer will only be granted for those students who can show that they have successfully completed other studies. For credit transfer these studies must be the same or the equivalent to the unit of competency that the student is applying for CT for. Please note that all credit transfer requests will be verified with student's previous provider or with student's USI reports.

credits are applicable only to the course in which the student is enrolled at the time of applying for exemptions. If a student changes courses, exemptions granted will be reassessed to ensure that they are still appropriate. Applications for Credit Transfer MUST be made before the commencement of a course. For further information please contact the College. There is no fee for credit transfers.

Applying for Credit Transfer may decrease the duration of your course and may impact on your Student Visa. Please consult to registered migration agent or DHA if you require advise on your visa.

National Recognition

All AQF Qualifications and Statements of Attainment issued by other Registered Training Organisations will be fully recognised by Spencer College and all Statements of Attainments and certificates issued by Spencer College will be recognised by other RTOs in Australia.

Students enrolling in Spencer College courses will be able to use their existing qualifications issued by other RTOs as Credit Transfer, provided that the Credit Transfer complies with the Packaging Rules for the qualification being sought. An example may be that of a Certificate III qualification. Units of competency within the Certificate III qualification may be able to be used as Credit Transfer for a Certificate III course offered by Spencer College, effectively reducing the duration of the Certificate III course.

RTOs are not obliged to issue any certification that would be entirely comprised of units or modules completed at another RTO or RTOs.

Language, Literacy, Numeracy

Assessment of core LLN skill levels identifies an individual's skill levels. This individual assessment can then be compared with the LLN levels required of a training program (or unit or qualification), or workplace tasks. The person may be a new entrant to the training sector or may be following a training pathway to a new course or qualification.

Language relates to the words, verbal structures and gestures we use to convey meaning. This includes communication forms such as speaking, listening, reading, writing and visual communication (such as the Australian sign language – AUSLAN). Language also encompasses broad groupings, such as English, Mandarin, Warlpiri, and industry-specific jargon, acronyms and technical references. These can change and evolve over time. The value placed on the different communication forms of language will vary.

Literacy

Literacy means being able to read and use written information. It also means being able to contextualise your writing in an appropriate way. Literacy involves synthesising speaking, listening and critical thinking with reading and writing. Literacy skills allow us to interact effectively with one another. Literacy requirements change over time, so we need to continually adapt and extend our literacy skills.

Numeracy

Numeracy is the practical application of mathematical skills to absorb, use and critically evaluate information in numerical or graphical form. Numeracy skills include basic number skills, spatial and graphical concepts, the use of measurement and problem-solving. Numeracy and literacy are interlinked particularly when extracting mathematical information from written text.



Student Behaviour

Change of Student Contact details

As part of Student Visa requirements, students must advise the College of their current residential address and telephone number while studying in Australia. Changes to their personal details, residential address and telephone number must be provided to Spencer College within 7 days after change. This information must be reported by the College to the DHA (Department of Home Affairs), and (OSHC provider) within 5 working days after the change.

If students move, they **must** ensure they advise the International Student Office. Following are three (3) easy steps to follow to do so:

1. Complete the Change of Address Notification Form (available from reception) and Spencer website.
2. Hand it to the International Student Office; and
3. Inform OSHC provider of your change of address within 5 working days after the change.

If the Health Insurance Provider is not advised of students' current contact details, students may not receive important information about their health insurance cover. If the International Student Office is not advised of a student's current contact details, the student will be in breach of their Student Visa requirements and may not receive their academic results.

As part of Spencer College update student address policy, Spencer college will send emails to studying students to confirm their contact details after every six months.

Dress Code

Dress requirements are neat casual or business attire. Please note that shorts and thongs are not considered suitable attire. Cookery students must wear their full uniform when in the kitchen that includes safety shoes, hats, Chef uniforms. Failure to wear proper chef uniform and safety shoes, students will be denied the access to commercial kitchen as health and safety requirements.

NOTE: If you are studying business, come dressed for business, as if you are applying for a business based job. You will be surprised how much this will improve your state of mind and learning environment.

Non-payment of fees

Failure to pay their due fees will be regarded as misbehaviour by the student and their enrolment will be cancelled by the Spencer College. Before cancelling enrolment, Spencer College will send a Notice to Suspend/Cancel letter and the student will have 20 working days from expected receipt of notification to apply against the cancellation decision by Spencer College

Behaviour on Campus

Our organisation strives to achieve the following "basic principles" of interpersonal behaviour:

- To be focused on the situation, issue or behaviour, not on the person.
- To assist in maintaining the self-confidence and self-esteem of others.
- To maintain constructive relationships with all staff and fellow students.
- To take the initiative to assist in making things better.
- To always lead by example.
- To always respect the property of Spencer College, staff and fellow students.
- To refrain from using inappropriate language with the understanding that to do so will not be tolerated.
- To always turn off mobile phones during classes
- To refrain from consuming food or drinks in non-designated areas at Spencer College. Water bottles in classrooms are acceptable.
- Turn up on time! - Coming to class late is considered extremely rude in Australia. For instance, if you have a 9am class, be in the College ready to start no later than 8:55am.

When you arrive late, this disadvantages you, but it is also an inconvenience to your trainer and especially your fellow students. If you are running late for a class (or appointment) it is customary to call ahead and advise prior to the starting time. Do not make this a habit.

Every staff member and student should hold every other staff member and fellow student responsible for living up to these principles at all times.

Theft

As the premises of Spencer College are open to the public, students are advised not to leave their valuables unsupervised. Spencer College cannot be held responsible for anything which may be stolen from its premises.



Smoking

Spencer College premises (including classrooms, toilets, and general office areas) are smoke free zones. If students wish to smoke, they should do so outside the buildings in designated smoking areas.

Discipline

Students are expected to respect other students, staff and property so that learning and teaching can take place freely, safely and without impediment due to the misconduct of others.

Spencer College will make all attempts to provide its training and assessment services in a spirit of co-operation and mutual respect. There are times however when a disciplinary action must be taken to ensure the safety and wellbeing of all students and staff.

Examples of when disciplinary action may be required to be taken include when a student:

- Brings onto, or consumes on the premises, any drug of addiction or dependence (except drugs prescribed by a qualified medical practitioner).
- Brings onto or consumes on the premises any alcohol.
- Exhibits any form of behaviour that is adversely affected by the influence of drugs or alcohol.
- Damages or removes any property or resource belonging to Spencer College or any training venue hired by Spencer College.
- Assaults (physically or verbally) any person or persons on the premises or any training venue hired by Spencer College.
- Fails to comply with any instructions given by a member of staff relating to the safety of any person or persons on the premises.
- Exhibits any form of conduct whilst on the premises that is considered to be aggressive, disorderly, disruptive, harassing or interferes with the comfort, safety or convenience of any person who is acting lawfully and entitled to be present.
- Enters any part of Spencer College's premises or any other place to which students have access for the purpose of tuition, when not entitled to do so, or having entered, refuses to leave said premises.
- Contravenes any rules or acts; either those of Spencer College or the Training campus.
- Prejudices the good name or reputation of Spencer College or the Training campus.
- Prejudices the good order and governance of Spencer College or Training campus or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in any Spencer College or Training campus activities.
- Fails to comply with conditions agreed in the contract.
- Refuses to identify him or herself when lawfully asked to do so by an employee of Spencer College or Training campus.
- Fails to comply with any penalties imposed for breach of discipline.
- Misbehaves in a class, meeting or other activity under the control or supervision of Spencer College or Training campus, or on Spencer College or Training campus premises or other premises to which the student has access to as a student of Spencer College.
- Obstructs any member of Spencer College or Training campus in the performance of their duties.
- Act dishonestly in relation to admission to Spencer College.
- Knowingly makes false or misleading representation about things that concern the student as a student of Spencer College or breaches any of Spencer College's or Training campus rules.
- Alters any documents or records.
- Breaches any confidence of Spencer College or Training campus.
- Misuses any facility in a manner which is illegal, or which is or will be detrimental to the rights or property of others. This includes the misuse in any way of any computing equipment, communications equipment, processing or production equipment or any other property that the student has access to as a student of Spencer College while acting as a student of Spencer College.
- Steals, destroys or damages a facility or property of Spencer College or Training campus or damages any other property that Spencer College may be responsible for.
- Non-payment of fees.

If the student admits to alleged misbehaviour the PEO of Spencer College may impose one or both of the following:

- The student will be charged for any equipment that is damaged, lost or stolen.
- Temporary exclusion from Spencer College.

The PEO of Spencer College may impose the penalty of permanent exclusion from Spencer College in the case of physical or verbal abuse of students or staff or any other person associated with studying at Spencer College.



Permanent exclusion can also be imposed if the student behaves in a manner that demonstrates repeated or severe misconduct or in the case of any criminal acts and for non-payment of fees.

Spencer College will report all criminal acts committed by its students to the relevant authorities.

When disciplinary action is taken for student misbehaviour, the PEO will notify the student of the reason for the action.

- A verbal warning will be given to the student and documented on the individual file.
- Where the behaviour continues after the verbal warning, the PEO will counsel the student and a written Student Behaviour Warning letter will be provided to the student. A copy of this letter will be noted and kept on the individual file.
- Students will take part in an intervention strategy to address the issues raised.
- In the event that the behaviour continues beyond the written warning and intervention strategy, the student will be removed from the training program. Notification of removal will be made in a Notice to Suspend/Cancel Warning letter and a copy will be placed on the student's individual file.
- The student is advised they have 20 working days from expected receive of written notification in which to appeal.
- DHA will be informed subject to any internal appeal.

If a student wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow the College's Complaints and Appeals processes.

Spencer College expects that students will maintain a professional and ethical working relationship with all staff, management and other students. Any breach of our disciplinary standards will be discussed with the Trainer and the PEO and the appropriate action will be taken.

Notification and Appeal

Students will be notified in writing of penalties as a result of general misconduct. The grounds for appeals are as follows:

- Procedural irregularity and/or
- Factual errors on which the decision was based, and which were of such magnitude as to invalidate the decision.

Appeals must be lodged in writing using the Complaints and Appeals form to the International Student Support Officer of Spencer College within 20 working days of the date of the student being notified of the decision. The appeals process will commence within 10 working days from the date of receipt the student's appeal.

Academic Misconduct

The PEO will deal with any dishonest assessments/examinations. Dishonest assessments/ examinations include collusion, plagiarism or cheating including:

- Deliberate copying or attempting to copy the work of other students.
- Using or attempting to use information prohibited from use in that sort of assessment.
- Submitting the work of another student as their own.
- Plagiarism (i.e. taking and using as their own, the thoughts and writings of another with the intent to claim the work as their own).
- Consulting with peers throughout formal assessments. Two verbal warnings will be given before cancelling the assessment and the student will be marked NYC.
- Using notes during a closed book test
- Working with others on an assessment which is not group based
- Submitting work that has been copied from another source (e.g. a book, website, magazine article, or a former student)

Where it is found that a student has taken part in dishonest practices (or has helped another student to use such practices) in an assessment, this constitutes misbehaviour. The College reserves the right to disallow the work and to award a result of NYC for the unit, and to suspend or cancel the enrolment of the student under the College's Deferment, Suspension or Cancellation policy.

Students involved in any of the above will be set a new examination/assessment and will be counselled by the PEO. A fee of AUD \$200 will be charged to the student and must be paid prior to the re-sit. Further occurrence of academic misconduct will be recorded on the student's file and suspension/ dismissal will be at the discretion of the PEO.



Students Responsibilities

1. Students must not help or receive assistance from another student unless the assistance is authorised by the Spencer College trainer in charge.
2. Students must be responsible for their own equipment and advise the Spencer College trainer immediately if the equipment becomes lost or stolen, as sharing equipment between students is not permitted.
3. Students must not bring any materials into the examination room other than those specified by the Spencer College trainer.
4. Students must not bring any materials into the production area other than those specified by the Spencer College trainer.
5. Students will not be permitted to use mobile phones, computer software or other devices during class or examinations other than those items requested by the Spencer College trainer.

A student may be excluded from a final assessment in any unit for any of the following reasons:

- Unauthorised absence from class
- Failure to meet the unit requirements, for example failure to attend classes or assessments
- Academic misconduct
- General misconduct (see below).

Spencer College's Responsibilities

1. Students must be treated fairly, with dignity and with due regard to their privacy.
2. Students are to be regarded as innocent of the alleged misconduct until they have either admitted to it or been found by proper inquiry to have so behaved.
3. Past misconduct is not evidence that a student has behaved in the same manner again.
4. Each case is dealt with on its own merits and according to its own circumstances with the proviso that the first instance of misconduct will be penalised more leniently than subsequent instances of misconduct.
5. All letters and requests will be kept on the student's file.

Penalties

- Penalties imposed will take into account the nature and the extent of the misconduct.
- Penalties imposed will take into account the students' stage in the program.
- Penalties imposed will take into account the conventions of the field of study.
- A student's second offence is penalised more severely than their first offence and a third offence will result in exclusion from Spencer College and DHA notified under our Deferment/Suspension/Cancellation policy.
- The following penalties may be imposed: a warning, receiving a non-yet-competent grade for an assessment event or unit or even exclusion from Spencer College.

Notification and Appeal

Students will be notified in writing of penalties as a consequence of academic misconduct. The grounds for appeal are:

- Procedural irregularities and/or
- Factual errors on which the decision was based, and which were of such magnitude as to invalidate the decision.

Appeals must be lodged in writing using the Complaints and Appeals form to the International Student Support Officer of Spencer College within 20 working days of the date of the student being notified of the decision. The appeals process will commence within 10 working days from the date of receipt the student's appeal.

Statement of Authorship

All homework assignments, projects, reports, papers and assignments submitted to a course are expected to be the student's own work. Students should always take great care to distinguish their own ideas and knowledge from information derived from sources. The term "sources" includes not only published primary and secondary material, but also information and opinions gained directly from other people. All information taken from other sources must be clearly referenced and authorship acknowledged. Any student who, for whatever reason, submits work that is not their own or fails to acknowledge sources, will be required to re-enrol in the relevant subject/s. Every assessment must be accompanied by a student's statement of authorship, which is included on Spencer College's Assessment Validation Checklist at the completion of assessment for each unit.



Student Rights

Access and Equity

Spencer College is committed to providing opportunities to all people for advancement in training on an equitable basis, including industries where women are under-represented, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners.

All students have equal access to our programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

All students who meet the entry requirements (if applicable) as prescribed by the appropriate National Training Package and any Student Visa requirements, will be accepted into any program within Spencer College's scope of registration.

Any issues or questions raised regarding access and equity can be directed to the PEO.

Some examples of support offered include:

- Language and Literacy support of students who have difficulty with written or spoken English.
- Numeracy support.
- Modification of learning and assessment tasks to accommodate the unique cultural or personal needs of students.

Harassment and Discrimination

At all times Spencer College will provide an environment that is free from all forms of harassment and discrimination (including victimisation and bullying).

Everyone, regardless of whether they are a student, trainer, assessor, administration or support staff, is entitled to expect the following rights:

- The right to learn, teach or carry out their duties.
- The right to be treated with respect and treated fairly.
- The right to be safe in the workplace emotionally and physically.
- The right to have all reports of harassment and discrimination treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated.
- The right to inform Spencer College management of any harassment or discrimination. Management has the responsibility to take immediate and appropriate action to address the issue.
- The right to confidentiality and discretion when initiating or becoming involved with a complaint or appeal.
- The right to the assurance that whenever possible, all complaints and appeals will be resolved by a process of discussion, cooperation and conciliation,
- Both the person making the complaint, and the person against whom the complaint has been made, has the right to receive information, support and assistance in resolving the issue.

Students have the responsibility to:

- Allow others to learn.
- Keep Spencer College's premises safe by not threatening, bullying or hurting others in any way.
- Keep the classroom safe by obeying instructions.
- Keep Spencer College's premises safe by not bringing illegal substances or weapons onto our premises.
- Refrain from stealing, damaging, or destroying the belongings of others.

Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised. Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers. Staff and students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in good faith.

Definitions

'Bullying' - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insults, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.



'Confidentiality' - refers to information kept in trust and divulged only to those who need to know.

'Discrimination' - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimisation is also treated as another ground of discrimination.

'Harassment' - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

'Personnel' - refers to all employees either full-time, part-time or contract of Spencer College.

'Racial Harassment' - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

'Sexual Harassment' - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

'Victimisation' - includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include: adverse changes to the work environment; denial of access to resources or work.

Health and Safety

The national Work Health and Safety (WHS) Act 2011 requires that the employer's duty of care is to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others in the work place. This includes the provision of:

- a workplace that is safe to work in, with working procedures that are safe to use.
- adequate staff training including topics such as safe work procedures, infection control procedures and appropriate hygiene.
- properly maintained facilities and equipment, including the provision of personal protective equipment such as gloves, eye protection and sharps containers where required.
- a clean and suitably designed work place with the safe storage of goods such as cleaning chemicals.

NOTE: If you are working in the kitchen, you must have approved chef gear including closed in protective shoes, non-absorbent pants, chef's jacket, apron and hat. This is safety gear, not a team uniform nor an optional fashion accessory. If you turn up without all of your gear, you may be sent home and marked absent.

The following procedures and standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment.
- Implement procedures and practices, in a variety of situation, in accordance with State and Local Government Health regulations.
- Store and dispose of waste according to health regulations.
- Clean walls, floor and working surfaces to meet health and safety standards without causing damage.
- Check all equipment for maintenance requirements.
- Refer equipment for repair as required.
- Store equipment safely.
- Identify fire hazards and take precautions to prevent fire.
- Safe lifting and carrying techniques maintained.
- Ensure student safety at all times.
- Ensure procedures for operator safety are followed at all times.
- All unsafe situations recognised and reported.
- Implement regular fire drills and provide first aid courses to all staff and participant.
- Display first aid and safety procedures for all staff and participants to see.
- Report any identified Occupational Health and Safety hazard to the appropriate staff member as required.



Accidents and First Aid

All accidents must be reported at Reception and recorded on the Incident Report Form. Any action taken must be recorded. Follow-up will be completed the following day to ensure the student's well-being.

In the event of a student requiring First Aid, a trainer or staff member will administer First Aid and the student must complete the Incident Form. Should medication be required, students will be referred to a medical assistant and if necessary will be accompanied by a staff member. In the case of an emergency staff will call an ambulance and stay with the student until it arrives.

Critical Incidents – inform the College immediately.

In the event of a critical incident, Spencer College recognises that appropriate infrastructure must be in place to ensure the provision of all necessary support services. This document outlines Spencer College's policy, support mechanisms and procedures for a critical incident. This policy will ensure that Spencer College has:

- a. An effective approach in responding to critical incidents as they occur,
- b. Appropriate support and counselling services available to those affected,
- c. Appropriate training and information resources provided to staff.

Under Standard 6 of the National code 2018, Student Support Services, Registered Providers must support students to adjust to life and study in Australia, to achieve their learning goals and to achieve satisfactory academic progress towards meeting the learning outcomes of the course.

Spencer College recognises that duty of care is owed to all students and that planning for the management of a critical incident is essential.

A critical incident is defined as a traumatic event, or threat of such (within or outside of Australia) which causes extreme stress, fear or injury. Critical incidents could include:

- Missing students
- Verbal or psychological aggression
- Death, serious injury or the threat of these
- Natural disaster
- Issues such as domestic violence, sexual assault, drug or alcohol abuse.
- Non-life-threatening events that could still be classed as critical incidents.

When a critical incident occurs, students can call immediately on (07) 3217 3313 and ask for help. If this number is busy or unavailable, then you can call on this mobile 0449038465. The PEO of Spencer College will call a meeting with the appropriate staff members to form a Critical Incident Team consisting of the SSO and Management.

The Educational Services for Overseas Students Act 2000 (ESOS Act) requires the college to notify DHA as soon as practical after the incident.

Student Support

Our Services

Our staff at Spencer College provides supportive services to current and prospective students. The range of *free and confidential* services includes:

- Personal counselling
- Careers and course information
- Accommodation assistance

Emergency Services

For Emergency Services contact details please refer to **Appendix A** at the end of this Student Handbook.

Disagreements and misunderstandings

Disagreements and misunderstandings happen to all of us from time to time. Whether the situation is between students, or teachers, or between a student and a teacher, rarely is a situation so bad that it cannot be resolved to the satisfaction of all parties. Students can find out about all available actions by going to the International Student Support Officer and making an appointment with a counsellor.

Confidential help and support will be provided at each step of the process. If you are unhappy with academic decisions, procedural matters of any issues directly related to the successful completion of your course, you may wish to discuss a problem, lodge a written grievance, or access independent mediation to resolve a



dispute.

Welfare and Guidance

Spencer College wishes to ensure that all students are supported in their studies to the fullest extent possible, thus any student who is experiencing any difficulties with their studies should see their Trainer, or another member of the RTO staff. The staff member will ensure that the full resources of Spencer College are made available to ensure that the student achieves the required level of competency in all accredited courses.

Furthermore, students seeking advice on Welfare or Guidance on other matters may make an appointment at any time to see the International Student Support Officer for free advice relating to study on:

- managing time
- setting and achieving goals
- motivation
- ways of learning
- coping with assessments
- looking after yourself

More information in relation to student wellbeing and support services please visit.

www.studyaustralia.gov.au

After going on this website, you can find the resources such as Tips to improve your wellbeing where there is lot of information such as how to prioritise your tasks, eat balance diet, get enough sleep, stay connected etc.

There are further support options such as

- Ways to overcome homesickness
- How to get mental wellbeing support wherever you are
- Beyond blue support services
- Lifeline service
- Suicide call back service line
- Headspace
- Head to health support

Privacy

Under the Data Provision Requirements 2012, Spencer College is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by Spencer College for statistical, regulatory and research purposes. Spencer College may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing statements of attainment or qualification, and populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including programme administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au)

Privacy disclaimer: *Information is collected during your enrolment in order to meet our obligations under the ESOS Act and the National Code 2018; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018. Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager (superseded by the Tuition Protection Service). In other instances, information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.*

The College is required, under the ESOS Act 2000 and the National Code to tell the Department about: changes to the student's contact details, enrolment; and any breach by the student of a Student Visa condition relating to course progress or disciplinary action taken by the College.



Training and Assessment

Learners are advised of the training and assessment requirements by their trainer (face-to-face), or as outlined in the learner workbooks. Assessment is structured throughout the course. If learners are unable to achieve competency, additional support is provided through mentoring and access to re-assessment as outlined in the College's Assessment Re-Sit Procedure.

Assessment Methods

Depending on your course, study and assessment will be in a classroom with practical sessions delivered in simulated and real-life working environments.

Methods of assessment will be conducted for each competency. Some of the methods are:

- *Observation*: where the student will be observed performing a series of tasks a number of times to determine their competency.
- *Written and Verbal question and answers*: when the student will be questioned to determine the depth of their understanding of the process to ensure that they are competent.
- *Written assessment*: In this instance the student will be given the opportunity to demonstrate their competency through written reports and assignments.
- Other methods include case studies, projects, 3rd Party Reports, Log Book and Activities

All assessment tasks must consider any language and literacy issues or cultural issues related to the task.

Once competency is achieved in **all** the performance criteria for a unit, candidates will be marked **C** for **Competent**; if not they will be marked **NYC** for **Not Yet Competent**. Students concerned about their results should refer to Spencer College's Assessment Appeals Procedure and Assessment Resit Procedure.

Assessment requiring observation by the assessor will be based on the following criteria:

1. Student must be able to competently perform the skill over a period of time and in different contexts.
2. Observation checklists will be used by the assessor to identify and record student performance.

Assessment requiring essay or report writing will be based on the following criteria:

1. *Answering the Question*
 - a. Students must address what the question is asking. Look for key words that indicate how the question is to be approached and the information that is to be included. Sequence the answer to appropriately develop logical arguments.
2. *Referencing*
 - a. Any quotation or content that has been obtained from published sources must be referenced. This must be done at the end of a quotation and extended in the bibliography.
3. *Accuracy of Spelling, Grammar and Punctuation*
 - a. Accurate spelling, grammar and punctuation will ensure the trainer can correctly interpret what is written. Students should use the tools available (dictionary, thesaurus, spell-check on computers etc.) and must proofread before handing in.

All assignments must be the individual's own work. Trainers are responsible for ensuring that any "suspect" assessments are thoroughly scrutinised. Any irregularities will be reported to the PEO and dealt with accordingly. Students should keep a copy of their assessments.

Format

- Cover sheet
- Use one side of page only
- Assignments to be word-processed*
- Double spacing to be used
- Use correct format, i.e. essay or report format, appropriate headings
- Bibliography

**NB: Exception allowed where students are unable to access appropriate equipment. Hand written assignments must be neat and legible.*



Due Date Information

The trainer will advise students of the final date for the receipt of an assessment when the assessment is handed out. Assessments will only be accepted after this date in case of illness (doctor's certificate must be provided) or other exceptional circumstances (at the discretion of the trainer).

Assessment Re-sit Fees

Summary of Re-Sit Charges	
<i>Business, Management, Hospitality (Management), English</i>	
Student did not attend original assessment or is found cheating or plagiarising	\$200 1st re-sit fee
Student was not competent at 1st attempt	2nd attempt – free
Student was not competent at 2nd attempt	3rd attempt - \$100
<i>Cookery – Practical Assessments only</i>	
Student is not competent or did not attend any <u>Practical Cookery</u> assessment or is found cheating, plagiarising.	\$300 per re-sit fee
If any student is still not competent after their 3rd attempt they must re-enrol and repeat the unit.	

Assessment Appeals Procedure

If a student wishes to appeal his/her assessment result, he/she must first discuss the issue with the Trainer. If the student wishes to proceed with the appeal then the student should complete an appeals application on the Appeal against Assessment Decision Form. Please note if students want to appeal against assessment results they must apply within (5) working days of their assessment results.

All appeals are recorded in writing, and the results of the appeal process will also be communicated to the student in writing including reasons for the decision made.

The appeals process will allow for the student to formally present their case, and will also allow for the appeal to be heard by an independent person or panel if requested. A copy of this communication will also be kept on file, both on the Complaints and Appeals Register and in the student's individual file.

Grounds for Appeal against Assessment Decision

An application for appeal will be considered where a student claims disadvantage because:

- The Trainer did not provide a subject outline.
- The Trainer varied without consultation or in an unreasonable way the assessment requirements as specified in the subject outline.
- Assessment requirements specified by the Trainer were unreasonably or prejudicially applied to him or her.
- It is believed that a clerical error has occurred in the documenting of the assessment outcome.
- There appears to be a discrepancy between the practical observation and the formal assessment.
- Work handed in on time was not marked.

If the appeal for re-assessment is upheld Spencer College will make all necessary arrangements to conduct the re-assessment of the student at a time that is mutually convenient for all parties concerned, and if required the appeal will be heard by an independent person or panel.

All appeals are recorded and reviewed at Management meetings. Refer to the Complaints and Appeals Policy and Procedure for further details.

Issuing of Qualifications

Students must be assessed competent in all units of competency before being issued a qualification (Certificate/Diploma/Statement of Attainment) for the course in which they are enrolled. Students will only be issued a qualification within 30 days of completion of their course. Spencer College will issue each student an interim academic transcript if requested by any student at the end of each term, final record of results will be issued at the end of the course.

Unique Student Identifier (USI)

All students must apply for a Unique Student Identified (USI) when they commence training in Australia. This ensures all qualifications completed by the student are recorded on a national database. The College cannot issue a Certification to any student unless they hold a USI.

NOTE: Your Unique Student Identified (USI) is **different** from your Student ID card.



Your Student ID Card is issued by the College and identifies your student number. It also can be used for discounted use of public transport.

Your USI is issued by the Australian Government and must be kept private. It is linked on a national database to the qualifications you complete while studying in Australia so that you will always have a record of what qualifications you have completed.

Student Training Records

Spencer College has in place a policy and procedure for the collection, storage and protection all the training records of individual students to meet training and assessment activity requirements.

Definitions:

Training Records cover all types of documentation and information relating to training and assessment activities including but not limited to:

- Student enrolment data,
- Commencement and completion dates for individuals of all competency units,
- Individual student assessment information for each unit of competency,
- Information on awards issued (award, date, certificate number),
- Individual student participation data (assignments/assessments where practicable, attendance),
- Documentation / records of complaints, appeals,
- Recognition (RPL/RCC) process documents (application and results).

Hard copy student records are stored in secure premises at Head Office. Electronic records are backed up weekly to a backup system and are protected from unauthorised access by password controls.

Further protection of the electronic data and its computer systems is provided by the antivirus software systems which automatically update their virus definition files on a needs basis.

Further computer system protection is provided by the firewall software which monitors and protects Spencer College's computer systems from unauthorised access from the internet.

- Student results will be archived for a period of not less than 30 years.
- Assessment records are retained and stored according to ASQA's General direction: Retention requirements for completed student assessment items.

Student Training Records Procedure

1. Each individual student will have a personal file for storage of training records.
2. Student training documentation will be stored in a secure manner (individual files in lockable cabinets; electronic files with access by password only).
3. All trainers/assessors involved in the training program will be informed of their responsibilities under this policy.
4. Requests for access to information must be in writing through the Student Enquiry form and the decision to release the information will remain the decision of the College.

Access to Student Training Records

Access to individual student training records must meet Commonwealth and State Privacy legislation and will be limited to:

- Individuals wishing to access their own personal records.
- Individuals authorising releases of specific information to third parties in writing.
- Spencer College staff that require this information as part of their job role.
- Australian Government, designated authorities and regulatory bodies under the NVR Act, ESOS Act 2000, ESOS regulations 2001 and the National Code of Practice 2018
- Legal requirements (e.g. subpoena/search warrants/social service benefits/evidence act).



Important Policies and Procedures

Monitoring Course Progress

Policy

As directed by the National Code of Practice (2018), Spencer College is required to monitor students' academic performance and student visa requirements. Spencer must monitor the course progress for each student for the course in which the student is currently enrolled. Students' course progress is assessed during and at the end of each compulsory study period.

It is a requirement of the College that you must meet our course requirements by successfully completing a minimum of 80% of all assessment tasks given to you in a term (study period). Student will be reported to DHA if he/she fails to achieve at least 50% academic progress in two study periods

A study period at Spencer College comprises of a number of subjects totalling a minimum and no more than 20 hours per week and delivered over an eleven-week (11) week period. Unsatisfactory progress is defined as not successfully completing or demonstrating competency for at least 50% of the course requirements in that study period.

Where a student does not meet course requirements for two (2) consecutive study periods they may be reported DHA that may result in the cancellation of the Student Visa.

Note: If a student is identified for a second, but not consecutive, study period as not making satisfactory course progress, the College is not required to report the student to DHA and the Intervention Strategy process will begin.

Procedure

In determining whether a student has achieved satisfactory course progress, the collection of assessment tasks for the unit/s for the current study period are graded as 'satisfactory' and 'unsatisfactory'. Competent (in a unit of competency) is granted when the student has demonstrated a 'satisfactory' result in all related assessment tasks. 'Satisfactory' achievement is measured by the benchmarks contained in each assessment tool. The results are verbally communicated to the student via the assessor and the results are entered in to the VETtrak. Following are steps that Spencer College follow to implement the course progress policy:

1. Spencer College assessors monitor, record and assess the progress of each student.
2. To demonstrate satisfactory course progress, students need to achieve competency in at least 50% of the units required to be undertaken in any 11-week study period.
3. The assessor advises the Training Manager in writing within 10 working days of the end of each study period if a student has failed to achieve satisfactory course progress.
4. In addition, all student results are entered into VETtrak student management system by administration within 10 working days of the end of each study period which also alerts the College of any unsatisfactory course progress.
5. The course progress of these students is reviewed and assessed within 10 working days of the end of each study period by the Training Manager.
6. Students who have begun part way through a semester will be assessed after one full 11-week study period.
7. The Training Manager begins and manages the Unsatisfactory Course Progress Intervention Strategy, outlined below.

Intervention Strategies

At Risk Intervention Strategy

This intervention strategy is designed to assist any student who is "At Risk" of not making satisfactory course progress:

1. Students who fail to demonstrate satisfactory performance in any assessment task will be identified via the assessment results feedback forms.
2. Student fail to attend the class or does not complete the assessment tasks of the unit will get the follow up phone call, SMS or email by the trainer.
3. The assessor will inform the Training Manager within five weeks who will immediately follow up with a phone call to the student to arrange a suitable time for the counselling session to occur.
4. If the student has not been contactable the Training Manager will forward a Notification of Course Progress at Risk letter to their current address within 5 working days.



5. The student will receive counselling either by discussing the issue over the phone or face-to-face counselling session with either/or the Training Manager and Student Counsellor and continue with their studies.
6. If the student fails to attend the counselling session, the At-Risk intervention strategy process will continue to apply until the end of the 11-week study period, when the Unsatisfactory Course Progress process will begin.
7. Documentary evidence of the intervention measures implemented are kept in each student's file if the student has attended a counseling session, otherwise in the Student Administration Electronic File in the Remarks Section if intervention strategies have been discussed by other means, e.g., over the phone.

Unsatisfactory Course Progress Intervention Strategy

1. The assessor advises the Training Manager in writing within 10 working days of the end of each study period if a student has failed to achieve satisfactory course progress.
2. In addition, all student results are entered into VETtrak student management system by administration within 10 working days of the end of each study period which also alerts the College of any unsatisfactory course progress.
3. Students who fail to achieve competency in 50% of units in an 11-week study period will receive an Unsatisfactory Course Progress Warning letter, initiated by the Training Manager within ten (10) working days of completion of the study period.
4. This letter informs the student that failure to gain academic success in two (2) consecutive compulsory study periods will lead to Spencer College reporting the student to DHA for unsatisfactory course progress.
5. In addition, the student is asked to make an appointment with the Training Manager to discuss the following strategies best suited to remedy their course progress:
 - Attending a specialised academic skills program
 - Attending an additional tutorial or study group
 - Individual case management
 - Attending counselling
 - Assistance with personal issues which are influencing progress
 - Mentoring
 - Placement in a suitable alternative subject within a course or a suitable alternative course
 - English language support
 - Access to catch-up classes
 - Reassessment
 - Combination of the above and a reduction in study load.
6. If the student fails to contact the College within five (5) working, the Training Manager will contact the student by phone or in person at the College.
7. The student will receive counselling, preferably in a face-to-face counselling session with either /or the Training Manager, Student Counsellor and PEO, or, alternatively by discussing the issue over the phone.
8. The student's individual strategy for academic improvement will be monitored over the following study period by the Training Manager.
9. Documentary evidence of the intervention measures implemented are kept in each student's file if the student has attended a counseling session, otherwise in the Student Administration Electronic File in the Remarks Section if intervention strategies have been discussed by other means, e.g., over the phone.

If the student does not sufficiently improve academically and fails to achieve satisfactory course progress by the end of the next consecutive study period, Spencer College will forward an Intention to Report Course Progress letter advising the student of its intention to report the student for breach of their visa conditions and that he/she has 20 working days from expected receipt of such letter in which to access the College's Complaints and Appeals process.

The student may appeal on the following grounds:

1. Compassionate or compelling circumstances (documented proof is required), e.g.:
 - serious illness or injury, where a medical certificate states that the student was unable to attend classes
 - bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
 - major political upheaval or natural disaster in the home country requiring their emergency travel and this has impacted on their studies
 - a traumatic experience which could include but is not limited to involvement in or witnessing or being involved in an accident or crime (police/medical report required).



2. The College has not implemented its formal intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

The College will maintain the student's enrolment while the internal or external appeals process is ongoing.

The College will notify DHA via PRISMS of the student not achieving satisfactory course progress within five (5) working days where:

1. The student does not access the Complaints and Appeals process within 20 working days, or
2. Withdraws from the Complaints and Appeals process, or
3. The Complaints and Appeals process results in favour of the College.

The College will not notify DHA while the external appeals process is ongoing and will await the outcome of this process in favour of the College before reporting the student through PRISMS.

If DHA determine that the student's course progress is unsatisfactory, the student may be required to attend an interview with DHA and the Student Visa may be cancelled.

(Department of Home Affairs)

Street address: Ground Floor, 299 Adelaide Street, Brisbane QLD 4000

Counter hours: 0900-1600 Monday - Friday

Courier access: Level 2

Postal address: GPO Box 9984 Brisbane QLD 4001

General facsimile: 07 3136 7152 Telephone: 131 881 Website: <http://www.homeaffairs.gov.au/>

Note: If you need to contact DHA, you can contact any DHA office not only the local office.

Completion within expected duration of study

While monitoring progress against the course duration is a separate requirement to monitoring course progress for reporting purposes, there may be some overlap in procedures. In order to avoid duplication of effort, at the same time the College monitors course progress at the end of each study period, we also check each student's progress towards completion of the course within the specified duration.

Spencer College monitor the workload of students to ensure they complete the course within the duration specified in their CoE and do not exceed the allowable portion of online or distance learning time allocated to them. In monitoring this enrolment load, the College ensures that in each compulsory study period for a course, the student is studying at least one unit that is not by distance or online learning.

A **compulsory study** period is one in which the student must enrol unless granted a deferment or suspension from enrolment or leave of absence under Standard 13 (deferring, suspending or cancelling enrolment). A compulsory study period does not include periods in which the student can elect to undertake additional studies. Generally, a compulsory full-time study load is minimum twenty (20) hours scheduled attendance per week (on average over the study period).

The terms **online learning** and **distance learning** do not apply where the student:

- does not hold a student visa
- is resident in a country other than Australia; and
- is undertaking a unit of study with a registered provider in Australia. Study of this sort is outside of the scope of the National code 2018 (as the student does not hold a student visa).

Spencer College only enable students to extend the expected duration of study for the course through the issuing of a new CoE in limited circumstances.

- a. compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student was unable to attend classes or where the registered provider was unable to offer a pre-requisite unit)
- b. the College implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress, or
- c. an approved deferment or suspension of study has been granted via Course Credit.

The College may identify the student's actions constitute misbehaviour, as defined in our Deferment, Suspension or Cancellation policy and temporarily suspend or cancel enrolment.

Except in the circumstances specified above, the expected duration of study specified in the student's CoE will not exceed the CRICOS registered course duration.



Procedure

Students are expected to complete their course within the expected duration of study indicated on their CoE and/or as recorded on the CRICOS register.

At end of each compulsory study period, the Trainer/Assessor will ensure student results are checked to determine students are progressing toward completing their course within the expected duration.

The College will correctly report the student via PRISMS and/or issue a new CoE when the student can only account for the variation/s by extending his or her expected duration of study.

Spencer College will record this variation and the reasons for it on the student file.

Students identified as 'at risk' of not completing within the expected duration will be required to attend a Course Progress Intervention Strategy meeting (Standard 10) to discuss ways to support the student.

The final outcome of this strategy may be to report the student to DHA for unsatisfactory course progress or, if the student is maintaining satisfactory course progress as defined in the College's Course Progress Policy, issue a new CoE of a length which will enable the student to finish the course and notify DHA via PRISMS of any extension to the original CoE.

Spencer College may allow the student to undertake no more than 25 per cent of the student's total course by distance and/or online learning. However, Spencer College will not enrol the student exclusively in distance or online learning units in any compulsory study period.

An international student may choose to enrol in exclusively online or distance education study during a non-compulsory study period, if offered by the College. This study must be counted towards the maximum allowable period of online or distance education of 25% of a student's total course.

If a student studies online or by distance during a non-compulsory study period or attending 40 hours week (if these options are available) and this leads to early completion of the course, the College will notify DHA of the student's early completion via PRISMS.

A copy of this policy is made available to staff and students through the College's website, Student Handbook and student/staff induction.

Deferral, Suspension, Cancellation and Withdrawal

Spencer College has in place policies and procedures for assessing, approving and recording a student's deferral, suspension or cancellation of study and students are informed of these prior to enrolment through their Student Handbook. All matters relating to a student's enrolment are recorded in the student's file.

Deferring/Suspending/Cancelling/withdrawing a Course

Deferral, suspension, cancellation or withdrawal of a student's enrolment may affect the student's visa and any change will be reported to Immigration department. Students should refer to the DHA website <http://www.homeaffairs.gov.au/> and/or the DHA Helpline (131 881).

If a student wishes to withdraw/cancel their enrolment, the College will advise DHA and their CoE will be cancelled.

Approval to defer or suspend will only be on the following grounds:

- The student's visa has not been granted.
- The College is unable to offer a pre-requisite unit or subject.
- Compassionate and compelling grounds such as illness, injury or trauma that impacts on the student
- Serious illness or death of close family member
- Student failed to meet the entry requirements of the course.

Students who would like to defer/suspend/cancel/withdraw their studies must first speak to the International Student Support Officer and apply in writing through the Study Deferral/Suspend/Cancel/withdraw Request Form available at reception or from our website www.spencercollege.edu.au and must have their request approved by the PEO of the Spencer College. Students must submit this form and supporting evidence by mail, fax, email or in person to reception.



Supporting documentation must be attached to the Form as applicable, e.g.:

- Medical certificate
- Death certificate
- Airline tickets - Please note: You must leave Australia at the commencement of the deferral period unless you are too ill to travel.

In granting a student's deferment or suspension of enrolment, or in any way shortening the course, Spencer College will inform the student that their Student Visa may be affected, and they should seek further qualified advice and notify DHA via PRISMS within 5 working days.

Students who want to defer their studies please note:

1. If deferral is applied before the course commences and is approved, any amount of fees paid in advance will be transferred to the next study period you are enrolling in.
2. If the deferral/suspension application is made after the course commences, no fees paid in advance will be transferred and will be forfeited by Spencer College.
3. If student defer the course, there is \$150 admin fee applicable. Any student deferring the course for more than 2 weeks will need to pay \$500 per month extension fee. There will be no extra extension fee applicable for up to 2 weeks deferment if student course progress is up to date.
4. Unless the student's fees for the relevant study period are paid in full, the student's place will not be reserved and the new CoE will not be issued.
5. The student's current CoE will be cancelled and updated Coe will be issued and student require to contact DHA in regard to if he/she required to extend their Student Visa.
6. If the student wishes to reserve their place in the relevant session, before leaving Australia, they MUST apply for a new CoE from the College. If the student does not intend to return after the approved deferral period and wishes to apply for a refund, please refer to the Refund Policy.
7. Student who wants to withdraw their course prior to commencement and wishes to apply for a refund, please refer to the Refund Policy.

Internal Procedure

1. Check with the trainer regarding the student's course progress.
2. Check that fees are up to date.
3. If all OK, refer to Training manager for approval. Deferment is only on compassionate or compelling grounds and the student must provide documentary evidence.
4. Training manager/ compliance manager to approve/disapprove.
5. If the student defers without approval, student will be forwarded Course Progress / Fees letters and follow through process.

Provider initiated Suspension and Cancellation

Spencer College will take all reasonable steps to resolve any disciplinary matters through our Intervention Strategy. Students are contacted by the Training Manager, Finance Manager or PEO (depending on the issue) to discuss and implement strategies to remedy the situation.

The College may temporarily suspend or cancel the enrolment on the following grounds:

- Misbehaviour by the student as outlined in this handbook:
 1. Non-payment of fees
 2. Disciplinary action required
 3. Academic Misconduct

The above grounds are outlined fully in the section on "Student Behaviour" in this handbook.

Students are advised the College will report their suspension/cancellation to DHA via PRISMS immediately and that this will affect their Student Visa. When Spencer College initiates the suspension or cancellation of a student's enrolment, the College advises the student in writing through their Notice to Suspend/Cancel Enrolment letter.

Appeals Process

Students are advised in writing they have 20 working days from expected receipt of notification to access Spencer College's internal Complaints and Appeals process should they wish to appeal any decision, unless the College has concern for the welfare of the student or those with whom the student may come into contact. In this instance, the College will cancel the student's enrolment immediately and notify DHA.

If the student appeals the College's decisions whether to defer, suspend or cancel his or her studies, the College will not notify DHA of a change to the enrolment status until the internal complaints and appeals process is completed.



If the student has not accessed or withdraws from the appeals process, the College will still wait the full twenty (20) days before notifying DHA.

The student's enrolment will continue during the internal appeals period however the College reserves the right to exclude them from class, depending on the circumstances as outlined in the Complaints and Appeals policy and procedure.

The student may wish to access an external formal appeals process following the internal appeals process however the College will not postpone notifying DHA of the change to the student's enrolment status because of this.

Once the College notifies DHA of the cancellation of a student's enrolment, the student has **28 days** to find alternative enrolment, to access an external appeals process or to return to their home country.

Transfer between Registered Providers

Under Standard 7 of the National Code 2018, registered providers assess requests from students for a transfer between registered providers prior to the student completing six months of the principal course of study in accordance with their documented procedures. Spencer College implements its documented student Transfer between Registered Providers transfer policy and procedure, which is available to staff and students. The policy specifies the criteria and procedures of student transferring into Spencer College and students transferring out from Spencer College to other providers.

Transfer from other providers.

Under Standard 7 of the National Code 2018, Spencer College will not knowingly enrol a student wanting to transfer from another provider prior to the student completing six months of his/her principle course unless:

a. the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered

b. the original registered provider has provided a written letter of release

c. the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course; or

d. any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change

When Spencer College accepts a transfer from another provider, and attempts to process the student enrolment, but is alerted by PRISMS that the student is currently enrolled with another registered provider and is yet to complete the first six months of their primary course. Spencer College will not complete the enrolment unless authenticated documentation evidence as described above has been presented. Spencer College will be responsible for ensuring that adequate evidence has been provided in such exceptional cases. Copies of all relevant documents will be retained on the student's file if the enrolment is completed.

Transfer to other providers

Spencer College will only consider approving a request from a student to transfer to other providers without having yet completed at least six months of his/her principle program of study if the student provides a valid enrolment offer from another registered provider and can demonstrate exceptional circumstances. Such circumstances may include:

- Any government sponsor considers the changes to be in the student's best interests;
- Compassionate or compelling circumstances (for example, death of immediate family member or experience in a traumatic event)
 - the international student will be reported because they are unable to achieve satisfactory course progress
 - the registered provider is not able to deliver the course
 - there is evidence that current courses do not meet international student's expectations
 - there is evidence that the international student was misled by the registered provider or an education agent
 - an appeal (internal or external) on another matter results in a decision or recommendation to release the international student

Spencer College will not grant a letter of release to a student:

- If the transfer may jeopardise the student's progression through a package of courses;
- Within 20 working days of course commencement.



- The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student.
- If the student has any amount of fees overdue.
- If student after accessing complaints and appeal process withdraws from process or process finds in favour of Spencer college
- If student is in the process to be reported for unsatisfactory course progress or disciplinary action

Procedure:

Applications for release are to be submitted to the International Student Support Officer and must include the following documents;

- A completed 'Student Transfer Request' form with an attached letter detailing their reasons for requesting a transfer to another provider
- A copy of the 'Offer Letter' from the other registered provider
- A copy of supporting documents e.g. death certificate etc.
- Any other documentation student wish to provide to support their request
- Evidence that the student has no outstanding fees due to the College

Spencer College will respond in writing to the request within 10 working days. The College will assess the request in accordance with the National Code 2018. If Spencer College approves the request, it will be at no cost to student. Release request approval will be recorded in PRISMS and student will be notified accordingly.

If outcome of transfer request goes against the student, then Spencer college will issue 'notification of intention to refuse' release letter. If the student is not satisfied with the outcome, they can appeal against this outcome following the Spencer College Complaints and Appeals process. Spencer college will not finalise the refusal in PRISMS until the complaints and appeal process is not finalised.

Spencer College will maintain records of all requests from the students for a letter of release, the assessment of that request, and the decision regarding the request. These documents will be stored in the student's file

Note: Cancellation of a confirmation of enrolment (COE) does not mean that student has been released from the previous registered provider.

Refund Policy

It is important that you read and have the information explained to you within the Refund Policy.

Fees are levied on all courses, details of which are contained in the relevant course brochure and your Student Handbook. All fees and charges are quoted in Australian (AUD) dollars. The College reserves the right to increase fees and charges. Students will be advised in writing of any changes.

Applications for refunds must be submitted to the International Student Support Officer (SSO) in writing on the Fees Refund Application form.

Refunds will be made within ten (10) working days of receipt of a Fees Refund Application form, which will include a calculation of how the refund was determined. The student will sign to confirm acceptance and receipt of refund.

A student may approach the International Student Support Officer and request withdrawal from the course and a full refund under the following circumstances:

- illness resulting in a permanent disability that will affect their ability to complete any part of the course OR
- the death of a close family member (e.g. parent, sibling, spouse or child)

Proof must be provided in both cases.

Provider Default (ESOS)

In the unlikely event that the College closes our business or your course is removed from CRICOS, your fees are protected under the Australian Government Tuition Protection Service.

Student Default

Deferring your studies



- If deferral is applied within 10 working days of the start of the current study period and is approved, any amount of fees paid in advance will be transferred to the next study period you are enrolling in.
- If the deferral application is made after 10 working days no fees paid in advance will be transferred and will be forfeited by the student.

No refunds will be given:

- If you transfer to another provider under the terms outlined in the College's Student Transfer Policy.
- If the College cancels your enrolment because of misbehaviour or failing to pay course fees, as outlined in our Deferment, Suspension or Cancellation policy.
- If you are an international student and you breach a condition of your Student Visa.

Additional charges not included in Course Tuition Fees

- A non-refundable enrolment application fee of AUD \$200
- Overseas Health Care Cover is a requirement of a Student Visa application and must cover the entire duration of the course. This is paid directly to the students' choice of OSHC provider.
- A small fee will be levied if the student requests an airport pickup of no more than AUD \$100.
- Material fees as advised at enrolment. In some case students will also be required to purchase their own copies of recommended textbooks.
- Students are to provide their own pens, pencils and note paper.
- Students are generally expected to.
- If a course length is extended by a student then the student may be required to pay a fee to cover the additional length of the course.
- There is no charge for Credit Transfer applications.
- RPL applications are charged at 100% of the relevant course tuition and are subject to the same terms and conditions of the College's Refund Policy. Unsuccessful RPL applicants will be transferred into the relevant course to undertake gap training in required unit/s and make-up the difference in payment of the full course tuition fee.

Non-refundable Fees and Charges

Item	Charge
Reissue Student Card	\$20
Assessment Re-Sits	\$100 - \$300
Late payment of Fees	\$50
Re-enrolment Fee	\$500
Replacement Certificate	\$100 each
Printing charges apply	\$0.20 - \$1.00 per item
Transfer between Campuses	\$200 - \$400

Non-refundable Assessment Re-sit Fees

Summary of Re-Sit Charges	
<i>Business, Management, Hospitality (Management), English</i>	
Student did not attend original assessment or is found cheating or plagiarising	\$200 1st re-sit fee
Student was not competent at 1st attempt	2nd attempt – free
Student was not competent at 2nd attempt	3rd attempt - \$100
<i>Cookery – Practical Assessments only</i>	
Student is not competent or did not attend any <i>Practical Cookery</i> assessment or is found cheating, plagiarising.	\$300 per re-sit fee
If any student is still not competent after their 3rd attempt they must re-enrol and repeat the unit.	

Course Acceptance Declaration

The Course Acceptance form must be signed as confirmation of your acceptance of the Refund Policy and returned with your payment of fees in Australian currency (AUD\$). In addition, payment of fees is deemed as acceptance of these terms and conditions. Your enrolment cannot be confirmed until we have received the Course Acceptance form, signed by the student. Refer to Spencer College's complaints and appeals procedure if you wish to appeal any refund calculations. The following table outlines reasons why a refund may be requested and the amount of tuition fees that will be refunded to the student by Spencer College.



Refunds for Course Tuition Fees

Withdrawal Reason	Amount Refunded
Visa refused prior to course commencement	Full refund (less enrolment application fee & \$300 admin charge)
Visa refused after course commencement	Full refund (less enrolment application fee and any pro rata tuition fees if the student has commenced training)
Withdrawal at least 28 days prior to agreed start date	Full refund (less \$1000 admin fee)
Withdrawal less than 28 days prior to start date	No refund
Withdrawal after the agreed start date	No refund
Enrolment cancelled due to actions of the student	No refund
CT or RPL awarded after course commencement	No refund
Course withdrawn by Spencer College	Full refund
Spencer College is unable to provide the course	Full refund
Student Visa extension is refused	Return unused tuition fees

Fee Protection

The Standards for Registered Training Organisations (RTOs) 2015 require that RTOs demonstrate financial. Spencer College management are responsible for ensuring that fees paid in advance are protected. Fees are accounted for in a separate financial control centre and are clearly identified within the student record management system. Student refunds are based on unexpended tuition fees (rather than on total course cost).

Overseas Student Visa holder fees are protected by the Australian Government Tuition Protection Service www.tps.gov.au/Information/Students/How. At the time of enrolment, you will be required to pay 50% of the tuition fees and your Overseas Student Health Cover (if not already paid upon enrolment) in Australian Dollars. Student or student's sponsor are allowed to pay more than 50% (up to 100%) of the total course fees if they wish to do so. If your course is less than one 24 weeks in duration, then 100% of the total course fees will be due. When your payment is received Spencer College will provide you with an electronic Confirmation of Enrolment (CoE) that you can then use for your visa application.

Terms and Conditions

Spencer College operates a refund policy, which is fair and equitable. Please read the provided information carefully and choose your course options wisely. In making a contract to enrol in a course at Spencer College the applicant acknowledges and agrees:

- That the information provided by the applicant in their application is complete and correct.
- To be bound by Spencer College's rules and regulations and any amendments made to the rules and regulations.
- To comply with any entry requirements prior to any course entry, if deemed necessary by Spencer College.
- To observe DHA Student Visa requirements.
- To pay all fees required on or before the due date as notified in writing by Spencer College or as per the provided invoice.
- Spencer College will not access your first payment of fees until we have received your signed declaration in the Course Acceptance in writing.
- Spencer College reserves the right to accept or reject any application for enrolment at its discretion.
- Spencer College reserves the right to cancel any course prior to the commencement date of the course should it be deemed necessary and in that event, shall refund all payments received from the applicant
- Requests for refunds will be made in writing and addressed to the International Student Support Officer at Spencer College, using the Fee Refund Application form.
- Refunds are made in accordance with this Refund Policy and full refunds of amounts owed to the student will be made within 10 working days of a written refund application being lodged with the SSO.
- That all applicable fees and charges will be paid in full before the commencement of the training.
- If the trainee is not granted a visa or if circumstances beyond their control prevent them from attending the course (proof must be provided) the Refund Policy shall apply.
- That tuition fees are not transferable to another person or institution.
- Spencer College reserves the right to withhold granting the Award attained by the student if the student's fees remain outstanding.
- Any information that you give to Spencer College or that Spencer College collects about you can be given to authorised State and Commonwealth Agencies, Regulatory Authorities or for legal requirements.
- Spencer College reserves the right to expel a student who is in breach of Australian Government VISA requirements or whose conduct disrupts the normal operation of classes in accordance with its Deferment, Suspension and Cancellation policy. In such cases no refund will be made.



- Spencer College reserves the right to change, alter or amend curricula, course structure, cost, and any other matter pertaining to the provision of a course at any time. Such changes, alterations and amendments will be made with written notice.
- If Spencer College has to change any of the above conditions for any reason, all students will be notified of the change in writing.
- All payments and refunds will be paid in Australian Dollars (AUD).
- Refunds will only be paid to the student that makes the Agreement however if a person (other than the student) is specified in the agreement by the student to receive any refund, then the specified person will be paid the refund.
- This Agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Complaints and Appeals

The *formal complaint or appeals process* is the process that takes place if a *complaint or grievance* cannot be resolved informally (for example, through affected parties discussing the matter).

Internal Complaints or Assessment Appeal Process

Should there be any occasion where there is a complaint or appeal with any of Spencer College's services the following steps should be taken to resolve the issue:

1. Discuss or resolve the issue with the other student, trainer or staff member involved. These discussions will not be reported or documented unless the staff member involved considers the matter is relevant to the wider operations of the College, or the student requests the matter be documented and placed in their file.
2. Students may nominate a support person to accompany them to meetings or assist them with the complaints or appeals process at any stage of the complaint/appeal resolution process.
3. If a resolution cannot be reached the student must then complete and submit a Complaints and Appeals Form to the Student Counsellor of Spencer College within 10 working days.
4. All complaints and assessment appeals must be in writing and in English.
5. If the matter is regarding an appeal against an assessment decision then the student must notify their trainer or the Student Counsellor of Spencer College within 5 working days of receiving the result.
6. Once the complaint or assessment appeal has been lodged with the Student Counsellor it will be registered as a *formal* complaint or assessment appeal and appropriate action will commence within 10 working days.
7. Once the Student Counsellor is able to resolve the complaint or assessment appeal you will receive a written response from the Student Counsellor or their delegate.
8. If the Student Counsellor is unable to provide a satisfactory outcome and the complaint or assessment appeal remains ongoing, then the matter will be referred to the PEO of Spencer College.
9. The PEO of Spencer College may attempt to resolve the problem through further negotiation, mediation or a determination as to the outcome. Once the PEO is able to resolve the complaint or assessment appeal you will receive a written response from the PEO or their delegate.
10. All formal complaints are documented in the Complaints and Appeals Register by the Student Counsellor and kept in the student's file.
11. Any complaints lodged as a result of or related to criminal activities are outside this process and will be referred to the appropriate authorities or legal representatives.
12. Student enrolment will be maintained during the formal complaints process, however this does not exclude Spencer College from reserving the right to suspend a student from attending class or visiting Spencer College's campus/es if that is considered necessary during this period class.



Internal Appeal Process

An *appeal* is a request by a student to reconsider a decision made by the College through the internal complaints or assessment appeal process.

1. Students have twenty (20) working days from the date they receive notification of the outcome of a formal complaint or assessment decision to lodge their appeal, if they are not satisfied with the outcome.
2. Students must complete and submit a Complaints and Appeals Form to the Student Counsellor of Spencer College within 10 working days of notification.
3. All appeals must be in writing and in English.
4. Once the appeal has been lodged with the Student Counsellor it will be registered as a formal appeal and appropriate action will commence within 10 working days.
5. The Student Counsellor will refer the appeal to the PEO of Spencer College who will attempt to resolve the problem through further negotiation, mediation or a determination as to the outcome. Once the PEO is able to resolve the appeal you will receive a written response from the PEO or their delegate.
6. All internal and external appeals are documented in the Complaints and Appeals Register by the Student Counsellor and kept in the student's file.
7. Student enrolment will be maintained during the internal appeals process; however, this does not exclude Spencer College from reserving the right to suspend a student from attending class or visiting Spencer College's campus/es if that is considered necessary during this period class.
8. If the decision of the complaint or appeal supports the student, then Spencer College will immediately implement the decision and advise the student of the outcome.
9. **Delayed Processes**
Delayed processes in the unusual circumstance where Spencer College considers more than 60 calendar days are required to process and finalise the complaint or appeal, Spencer College will inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required. In line with the importance that Spencer College places on open and transparent processes and communication, the complainants or appellant will be regularly updated the on the progress of the matter.
10. All complaints and appeals will be reviewed at Spencer College monthly management meetings. Continuous improvement procedures may be actioned when the complaint / appeal procedure results in identification of factors appropriate for improvement to internal operations. When the initial causative factor of the complaint identifies a problem with current Spencer College policies and / or procedures, the continuous improvement procedure will ensure changes are made to prevent reoccurrence of the problem.

External Appeal Process

If it is not possible to resolve the matter internally using the internal appeal process, Spencer College has an *external appeals* process available to students if they have exhausted the above procedures and still feel unsatisfied.

1. The student can request the Student Counsellor and/or PEO of Spencer College to assist them to access an external arbitrating body where they can formally present their case at minimal or no cost to them.
2. This request must be submitted in writing through the Complaints and Appeals form and the College will begin the process within three (3) working days of the student's written request.
3. Students may nominate a support person to accompany them to meetings or assist them with the complaints or appeals process at any stage of the appeal resolution process.



4. All internal and external appeals are documented in the Complaints and Appeals Register by the Student Counsellor and kept in the student's file.
5. Student enrolment will be maintained during the external appeals process, however this does not exclude Spencer College from reserving the right to suspend a student from attending class or visiting Spencer College's campus/es if that is considered necessary during this period class.
6. If the decision of the complaint or appeal supports the student then Spencer College will immediately implement the decision and advise the student of the outcome.
7. Unless the external appeal is in relation to Unsatisfactory Course Progress, students are allowed one (1) external appeals process to determine the final outcome. This does not stop students from accessing multiple external appeals processes, however the College does not have to await the outcomes of these extra appeals before implementing the appeals decision or reporting the student to DHA. If a student wishes to access another appeals process after being reported, the student will need to discuss this with DHA.

Independent Arbitrators

Independent Arbitrators are available upon request, depending on the case, by ringing:

The Dispute Resolution Branch Brisbane

Telephone: +61 7 3239 6007 Fax: +61 7 3239 0200 Toll free number: 1800 017 288

Address: 1st Floor, Brisbane Magistrates Courts, 363 George Street, Brisbane.

(Students outside Brisbane may use the toll free number. At present there is no fee for this service).

Overseas Students Ombudsman

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

ASQA

If an overseas student is concerned about Spencer College as a provider, then they may approach the Australian Skills Quality Authority (ASQA) who the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met. This authority has the power to suspend or cancel Spencer College's institutional registration or any course registration if a breach of the requirements of registration provision is proved. Student can contact ASQA at ASQA line 1300 701 801 or going online at www.asqaconnect.asqa.gov.au

DHA

The student can contact the ESOS helpline 02 6240 5069 or make enquiries to Australian Education International at aei@innovation.gov.au or 1300 615 262. The student may send through a complaint at any point, including after he or she has exhausted the provider's internal appeals process and the external appeals process. DHA will only intervene where the provider's appeals process was not conducted correctly or if the provider did not make the appeals process available to the student.

Please note: The dispute resolution policy outlined in this handbook does not prevent an overseas student from exercising the student's right to other legal remedies including taking action under Australia's consumer protection laws in the case of financial disputes. Any disputes will be settled under Australian Law.

Change of Education Agent

Spencer College's policy only supports the change of an Education Agent at completion of a course, not throughout the course. Students must provide the International Student Support Officer with a letter from the student acknowledging a change of agent.



Useful Forms

The following forms are located on our website at www.spencercollege.edu.au

Enrolment International Student Enrolment	Requests Student Enquiry Special Needs Request
Keeping in touch Student Change of Address notification <i>You must confirm/update your details within 7 days of any change</i>	RPL/CT RPL Application (<i>contact the College</i>) Credit Transfer (<i>contact the College</i>)
Changes to Enrolment Student Transfer Request Study Defer, Suspend or Cancel Request Study Extension Request <i>Should you wish to defer, suspend, cancel or extend your course, please contact the College to discuss.</i>	Health & Safety Incident and Hazard Report Critical Incident Report
	Complaints and Appeals Appeal against Assessment Decision Complaints and Appeals
Fees and Refunds Fees Deposit Application for Refund	Legislation ESOS student's fact sheet Overseas student visa requirements

Legislation

All staff and students are required to read, comply with and accept the following State Laws and Commonwealth or State legislation:

In general terms relevant legislation and regulation refers to:

- Work Health and Safety Act 2011
- Industrial Relations Act 1999
- Copyright Act 1968
- Privacy Act 1988
- Antidiscrimination Act 1991
- Human Rights and Equal Opportunity Commission Act 1986
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992
- Disability Act 2006
- Fair Work Act 2009 and supplementary Fair Work Regulations 2009
- Freedom of information Act 1982
- Education (Work Experience) Act 1996
- Racial Discrimination Act 1975
- National Vocational Education and Training Regulator Act 2011
- Education Services for Overseas Students (ESOS) Act 2000
- Education Services for Overseas Students (ESOS) Legislation Amendment Bill 2010
- Education Services for Overseas Students (ESOS) Regulations 2001
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (National code 2018)
- The Australian Student Visa Programme administered by the Department of Home Affairs (DHA).



To view these relevant Commonwealth and State legislative and regulatory requirements go to the following web page and follow the links. www.comlaw.gov.au

Acronyms, Terms and Definitions

Agent	An agent of provider means a person (whether within or outside Australia) who represents or acts on behalf of the provider, or purports to do so, in dealing with Overseas students or intending Overseas Students.
ASQA	The Australian Skills Quality Authority (ASQA) is the National VET Regulator (NVR) for Australia's vocational education and training (VET) sector. ASQA's functions include registering training providers as registered training organisations (RTOs) and recommending the registration of RTOs as CRICOS/ESOS providers—providers who can enrol and provide nationally recognised training to overseas students who have Australian Student Visas.
ATM	Automated Teller Machine - dispenses cash.
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
DHA	Department of Home Affairs
EFTPOS	Electronic Funds Transfer Point-of-Sale machine allows the purchaser to pay for goods and services using a Bank Card or Credit Card
ESOS	Education Services for Overseas Students Act 2000 provides for the registration of persons providing courses to overseas students and for registration of the courses, and for related purposes. This Act's object is to seek to ensure that education and training for overseas students is provided in an orderly and appropriate way.
RPL	Recognition of Prior Learning
RTO	Registered Training Organisation's provide non-accredited and accredited Nationally Recognised Training (NRT) in Australia.
SSO	Student Support Officer
VET	Vocational education and training (VET) enables students to gain qualifications for all types of employment, and specific skills to help them in the workplace.
WHS	The national Work Health and Safety (WHS) Act 2011 promotes and protects freedom from disease and injury to persons created, by workplaces, work activities and certain plant, and for related purposes. The Workplace Health and Safety Act sets a standard of conduct and clearly describes the health and safety rights and responsibilities of all parties in the workplace. Through management of health and safety all parties take responsibility to ensure safe work practices are adhered to by all parties.



Appendix “A” Emergency Contact List

International Students Emergency Numbers and Contact Details

POLICE **000**
AMBULANCE **000**
FIRE **000**

1. Dial 000 and request the service that you need.
2. Remember to remain as calm as you can.
3. Speak clearly and give the requested details.

Type of Service	Name of Service	Telephone Number
AIDS advice and Counselling	AIDSLINE	1800 133 392
Abortion and Grief Counselling	Abortion and Grief Counselling	1300 363 550
Alcohol and Drug Counselling	Alcohol, Tobacco and other Drug Services	1800 177 833
Drug Counselling	Family Drug Support	1300 369 186
Australian Search and Rescue	Australian Search and Rescue	1800 815 257
Coroner's Office	Office of State Coroner	(07) 3239 6193
Funeral Director	Australian Funeral Directors Association	(03) 9859 9966
Sexual Assault	Centre Against Sexual Assault	1800 806 292
Crisis Care	Crisis Care	1800 177 135
Pregnancy	Crisis Pregnancy	1800 650 840
Domestic Violence	Domestic Violence 24x7	1800 811 811
Animal Diseases	Emergency Animal Disease Watch	1800 675 888
Problem Gambling Counselling	Gamblers Anonymous	1800 002 210
Quit Smoking	Quit Line	131 848
Suicide Help	Suicide Helpline	13 11 14
Poison Information	Poison Information Centre	13 11 26
Grief Counselling/Suicide Prevention	Salvation Army	1300 363 622
Interpreting Services	QLD Government Telephone Interpreters	131 450
Local Embassies or Consular Representatives	Department of Foreign Affairs and Trade	1300 555 135
Lifeline	General Counselling	131 114
Police Beat		
Brisbane City	65-69 Adelaide Street, Brisbane city	3244 4444
Rome Street Headquarters	200 Roma Street, Brisbane city	3364 6464
Fortitude Valley	Brunswick Street Mall	3131 1200
Capalaba Central	Moreton Bay Road, Capalaba	3843 8120
Carindale Shopping Centre	Creek Road, Carindale	3109 1300
Garden City Shopping Centre	Logan Road, Upper Mt Gravatt	3849 7422
Community Contact Centre	Community Information	1300 369 003