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Australian Learning Group

10th April 2012

V2.6

Student Manual

Published Date	September 2010
Contributors	ALG Compliance Team
Current Version	V2.5_1111
Amendments	<p>7th February 2011 – V1.1 Date updated Student Support Services Updated with Perth Information</p> <p>23rd February – V1.2 Date updated Student Support Services with further Perth Information Engaging Education Agents to clarify monitoring process</p> <p>7th March – V1.3 Date updated Student Code of Conduct Policy updated</p> <p>10th March – V1.4 Date updated Student Attendance Policy updated</p> <p>18th March – V1.5 Date updated General Updates in order of appearance General Updates to ensure Information Sheets and Forms reflect this Master P&P Manual</p> <p>11th April – V1.6 Date updated Updates made to reference of certificate IV in Massage for International student s(2 terms to 3 terms)</p> <p>20th April – V2.0 Date Updated Proof read, updated and formatted by Andrea Lis & Suzanne Forrester</p> <p>10th May – V2.1 Date Updated Refund policy updated</p> <p>17th May – V2.2 Date Updated Make Up Class Options information added. Payment Information and Administration Fees updated</p> <p>7th July 2011 – V2.3 Date Updated Updated Course Progress Policy Removed all reference to VETAB, replaced with ASQA</p> <p>11th August 2011 – V2.4 Date Update Updated with Perth Information</p> <p>23rd November 2011 – V2.5 Date Update Updated International Student Attendance Policy and Procedure; Updated International Student Course Progress Policy and Procedure; Updated Record Retention period; Updated Deferral Information; Updated RPL information</p> <p>22nd March 2012 – V2.5 Date Update Updated Student's medical conditions and Special Needs Policy Section 11 Removed reference to 'Mutual Recognition and updated to National Recognition; removed reference to DIMA and replaced with DIAC; removed reference to AQTF and replaced with SNR Replaced 'OHS' with 'WHS'</p> <p>10th April 2012 – V2.6 Date Update</p>

	<p>Added Melbourne Student Support Services Information</p> <p>Additional sentence to Attendance Policy to clarify late arrival and early departure policy.</p>
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Student Manual

Document Content

Section A Student Handbook

Section B International Student Handbook

Please note: This handbook is relevant to all students of The NSW School of Massage and the Australian College of Sport and Fitness. However, **International Students** are also required to refer to the International Student Handbook for further information specific to their course.

Section A: Student Handbook

1. About the Australian Learning Group Pty Ltd

1.1 About the Australian Learning Group

The Australian Learning Group (ALG) operates under two trading entities:

- NSW School of Massage
- Australian College of Sport & Fitness

Our focus of training is professional qualifications in Fitness and Massage Therapy. Training is offered in both campus based and distance education, with some programs having students enrolled across Australia. The head campus is in Sydney CBD.

1.2 About NSW School of Massage

Since 1985 the NSW School of Massage has been providing students with the necessary skills and qualifications required to become a skilled and confident professional massage therapist. ALG is a Registered Training Organisation. We are accredited with the Association of Massage Therapists (AMT), the Australian Traditional Medicine Society (ATMS) and the Australian Association of Massage Therapists (AAMT). ALG has an excellent reputation producing graduates of a very high standard. We are very highly regarded within the industry. You can expect a "family" feel as you study with us. We provide a genuinely caring and supportive environment. By limiting our massage class sizes to 20, we find that our students learn quickly and thoroughly, and bond easily with other class members. ALG provides students with printed notes, use of professional massage tables and oil. You will need to bring towels, a pen, and you may want to bring a notepad. We recommend that you wear comfortable clothing for the massage classes. Please note, in order for you to fully participate in our courses, it is essential that you can understand, read and write English.

1.3 About Australian ALG of Sport and Fitness

The Australian College of Sport & Fitness (ACSF) provides professional education and qualifications for the health and fitness industry. As a student, you will enjoy an industry leading approach to your fitness education. All courses combine hands on practical experience with a good grounding in the core principles of fitness theory. We are also focused on getting you "job ready". Emphasis is placed on providing you with experience and contacts in the industry even before you graduate. ALG is part of an education group that has been providing quality health education for over 25 years. We are a registered training provider and deliver nationally recognised and accredited qualifications. Graduate students will also be able to register with Fitness Australia, the leading association body for fitness professionals. Registration with Fitness Australia is the benchmark for fitness industry standards across Australia and internationally.

1.4 Standard for Vocational Education and Training Regulator Act 2011 (SNR)

ALG is a Registered Training Organisation and as such the assessment structure used by ALG follows the Australian Qualification Training Framework (SNR) as follows:

- C = Competent
- NYC = Not Yet Competent

Courses are presented in a modular format in compliance with industry accreditation and the Health Training Package for Nationally Recognised Training. Grading is competency based. A student is deemed either Competent or Not Yet Competent as a result of the successful completion of relevant assessment in relation to the competencies/elements studied.

Students who have failed assessments may resit the assessment until competency is reached. A fee will be charged for resitting examinations in line with ALG's Assessment Policy. In some circumstances, if a student can not achieve competency by following our re-sit policy, a student may be required to repeat the same module.

*For further information about ALG's Assessment Policy, see Section:
Section 13: Student Assessment and Course Progress Policy*

1.5 Responsibilities of ALG

ALG understands and abides by its responsibilities to ensure the health, safety and welfare at work of all the employees, students and clients. These responsibilities include but are not limited to:

- Having workers' compensation insurance
- Displaying the Workers' Compensation Act in a prominent location
- Supporting rehabilitation programs to assist injured employees
- Reporting all serious accidents as required by law
- Maintaining an accident record register in which details of all injuries are shown
- Registering all workers' compensation claim forms and medical certificates within the required time
- Providing safe systems of work
- Providing safe premises
- Providing information, instruction, training and supervision
- Providing a suitable working environment and facilities

1.6 Responsibilities of Staff & Students

Staff and students have the following obligations and responsibilities:

- Following the Occupational Health & Safety (OH&S) policies of ALG
- Behaving in a way that prevents harm to themselves and others
- Comply with ALG's Code of Conduct
- Reporting any accidents immediately
- Not entering ALG's on-site or off-site campuses whilst under the influence of non prescription drugs or alcohol
- Refraining from entering ALG's on-site or off-site campuses whilst suffering from illness
- Obtaining medical certificates whenever possible or when required
- Keeping copies of all forms and certificates

1.7 ALG Code of Conduct

ALG fosters an environment where each person respects one another's preferences, culture, belief systems, interests and orientation. Discrimination on any ground will not be tolerated. Formal counselling and possible termination from enrolment may be enforced if the following Code of Conduct is not respected.

All students:

1. are expected to come to school on time and complete their designated hours, unless health ailments or personal reasons inhibit them. If this is the case, students must inform ALG so further measures can be taken if necessary.
2. must aim to work with and help their fellow peers.

3. are expected to work to the best of their ability at all times.
4. are expected to wear appropriate clothing, including footwear and comfortable clothing in order to partake in day-to-day activities and study requirements.
5. are expected to portray responsible characteristics whilst on campus and in the work environment. Drunk, disorderly, violent, sexually discriminative or offensive behaviour is not tolerated. Formal counselling and possible termination of enrolment will be implemented if this is the case.
6. are encouraged to be proactive in their study ethic and suggesting improvements on how to make the campus a better environment.
7. are expected to communicate with designated staff if any work or personal related issues are affecting their life. We encourage a positive and open-minded campus environment and look out for each other.
8. are expected to help, respect and assist students where possible to promote a positive learning experience for all students of ALG.
9. must be that First Aid is available and that OH&S is paramount to ALG's operations. Any injuries sustained while on campus must be duly reported and dealt with by both the student and staff in a responsible matter.
10. must read, understand and accept the ALG Student Manual, including ALG policies and procedures. If there are discrepancies or problems, students should consult with staff to discuss this matter.
11. are responsible to look out for each other – peers, staff members, clients and students alike.

1.8 Student Handbooks

ALG has 2 student handbooks:

- The *Student Handbook* (for all students) and
- The *International Student Handbook* (for International Students)

Both handbooks are relevant to International Students.

Both handbooks provide valuable information on all the policies and procedures of ALG. Students should take time to read through these documents and ask any questions that may arise.

1.9 How We Teach

A variety of teaching methods are used in our courses. ALG favours practical hands-on classes as much as possible and these involve teacher demonstrations and practical sessions. Your learning will also include theory lessons. Specific details of the teaching methods relevant for each course will be provided in the respective course profiles. Students can also expect to undertake some distance education and home study as part of their course.

Each course includes the course notes and resources you will need to complete the program. Sometimes further reading, resources or videos may be suggested to help understand the material and these are at an additional cost. ALG is equipped with modern teaching facilities and includes all the practical equipment needed for a modern natural therapy clinic.

Assessment will include written examinations, practical examinations and assignments. Examinations are typically held at the end of the term after revision classes and with plenty of time for self study. Specific assessment details for each course will be provided in the respective course profiles.

1.10 Contact Details

	NSOM	ACSF (Domestic)	ACSF - NSW	ACSF - WA	ACSF - VIC
Phone	+61 02 9112 4555	1300 404 305	+61 02 9112 4599	+61 08 9388 3153	+61 03 8687 0648
Fax	+61 02 9262 2879	+61 02 9262 2879	+61 02 8580 5297	+61 08 6316 1494	+61 03 8648 6852
Email	info@schoolofmassage.com.au	info@acsf.com.au	InternationalTeam@alg.edu.au	info@acsf.wa.edu.au	info@acsf.vic.edu.au
Web	www.schoolofmassage.com.au	www.acsf.com.au	www.acsf.nsw.edu.au	www.acsf.wa.edu.au	www.acsf.vic.edu.au

2. Becoming a Professional in the Massage or Fitness Industry

2.1 DOMESTIC STUDENTS:

2.1.1 Becoming a Professional Massage Therapist

If you are intending to become a professional massage therapist then you will need to complete our Certificate IV in Massage Therapy Practice (HLT40307). The NSW School of Massage is a government registered training provider and delivers the nationally recognised Certificate IV in Massage Therapy Practice (HLT40307). These programmes are accredited by ASQA (Australian Skills Quality Authority) as well as leading professional associations.

Domestic students can gain the nationally recognised Certificate IV in Massage Therapy Practice (HLT40307) qualification by completing the following modules:

- Module - Swedish Massage
- Module - Remedial Massage
- Module - Anatomy and Physiology
- Module - Sports Massage
- Module - Massage Elective (your choice)
- Module - Safe Practices for Natural Therapists
- Module - Practice Management, Law & Ethics
- Module - Student clinic (ALG does not charge for this module)

These modules map directly to the Units of Competency contained within the National Training Information Service (NTIS) Certificate IV in Massage Therapy Practice (HLT40307) and the ATMS Certificate IV in Massage:

- Students are required to complete the entire program within a 2½ year period to maintain current competency. Requests for extensions must be submitted in writing to the General Manager.
- A senior first aid certificate is also required prior to being issued the Certificate IV in Massage which students can choose to complete externally or at ALG.
- Upon graduation you may join a number of professional associations including the Association of Massage Therapists NSW, The Australian Traditional Medicine Society and the Australian Association of Massage Therapists.



Students are able to tailor their program by selecting a delivery module of their own choice as their Massage Elective. Some of the modalities covered by our range of elective massage modules include:

- Reflexology
- Advanced Sports Massage
- Aromatherapy
- Pregnancy Massage
- Tui Na
- Shiatsu
- Myofascial Release

2.1.2 Further Study Options – Diploma of Remedial Massage

The Diploma of Remedial Massage (HLT50307) is recommended for practitioners looking to upgrade their skills and education qualifications beyond the Certificate IV in Massage Therapy program. It consists of 5 modules including: Advanced Remedial - workshops series & case assignment, Advanced Anatomy & Physiology, Professional Development and two massage electives. The delivery of the program is again highly flexible. Each module can be completed separately or together. It will suit practitioners who are currently working in industry and looking for a simple path to upgrade their qualification.

2.2 INTERNATIONAL STUDENTS

2.2.1 Becoming a Professional Massage Therapist

International Students have the opportunity to train to become a professional Massage Therapist by studying the Certificate IV in Massage Therapy Practice (HLT40307). The NSW School of Massage is a government registered training provider and delivers the nationally recognised Certificate IV in Massage Therapy Practice (HLT40307). These programmes are accredited by ASQA (Australian Skills Quality Authority), CRICOS (Commonwealth Register of Institutions and Courses for Overseas Students) approved, as well as approved by leading professional associations.

International students can gain the nationally recognised Certificate IV in Massage Therapy Practice (HLT40307) qualification by completing the following modules:

TERM	MODULE
1	Swedish Massage Swedish Tutorial Anatomy and Physiology I Massage Clinics (x5) First Aid SAFE Practices
2	Remedial Massage Remedial Tutorial Anatomy and Physiology II Massage Clinics (x10)
3	Elective Massage Anatomy and Physiology III Practice Management, Law and Ethics Massage Clinic (x10)



These modules map directly to the Units of Competency contained within the National Training Information Service (NTIS) Certificate IV in Massage Therapy Practice (HLT40307) and the ATMS Certificate IV in Massage:

- Students are required to complete the entire program within a 2½ year period to maintain current competency. Requests for extensions must be submitted in writing to the General Manager.
- A senior first aid certificate is also required prior to being issued the Certificate IV in Massage. This must currently be completed externally.
- Upon graduation you may join a number of professional associations including the Association of Massage Therapists NSW, The Australian Traditional Medicine Society and the Australian Association of Massage Therapists.

2.2.2 Further Study Options – Diploma of Remedial Massage

The Diploma of Remedial Massage (HLT50307) is recommended for practitioners looking to upgrade their skills and education qualifications beyond the Certificate IV in Massage Therapy program. It consists of 5 modules including:

- Advanced Anatomy & Physiology, Professional Development
- Two massage electives per term (4 terms)
- 11 x Student Clinics per term

The delivery of the program is over a period of 12 months.

3. Accredited Courses Offered at ALG

Certificate IV in Massage Therapy Practice (HLT40307)

The alignment between the units of competency appears in the following table:

Program Area	School Modules	Competency Codes	Competency Units from Health Training Package (HLT07)	
BODYWORK MODULES	Swedish Massage	HLTREM401B	Work Within a Massage Framework	
		HLTREM406B	Provide Massage Treatment	
	Remedial Massage	HLTREM407B	Plan Massage Treatment	
		HLTREM408B	Apply Massage Assessment Framework	
	Sports Massage	HLTREM409B	Perform Massage Health Assessment	
	Elective Student Clinic (studied in conjunction with Swedish, Remedial 1,2)	HTLCOM406B	Make Referrals to Other Health Care Professionals When Appropriate	
		HLTCOM404B	Communicate Effectively with Clients	
		BSBCMN204A	Work Effectively with others	
		HLTCOM408B	Use Specific Health Terminology to Communicate Effectively	
		HLTHIR301A	Communicate and Work Effectively in Health	
		HLTIN301B	Comply with Infection Control Policies and Procedures	
		HLTAP401A	Confirm Physical Health Status	
THEORY BASED MODULES		Practice Management, Law & Ethics	HTLCOM406B	Make Referrals to Other Health Care Professionals When Appropriate
	HLTCOM404B		Communicate Effectively with Clients	
	HLTCOM405B		Administer a Practice	
	HLTHIR301A		Communicate and Work Effectively in Health	
	Safe Practices	HLTOHS300A	Contribute to OH&S Processes	
		HLTIN301B	Comply with Infection Control Policies and Procedures	
	Anatomy and Physiology	HLTCOM408B	Use Specific Health Terminology to Communicate Effectively	
		HLTAP401A	Confirm Physical Health Status	
	EXTERNAL MODULE	Apply Advanced First Aid	HLTFA301B	Apply First Aid

Please note: to be eligible for the Certificate IV in Massage Therapy Practice (HLT40307) qualification, candidates must be deemed competent in ALL of the above units from the Health Training Package (HLT07).

Diploma of Remedial Massage (HLT50307)

The alignment between the units of competency appears in the following table:

Program Area	School Modules	Competency Codes	Competency Units from Health Training Package (HLT07)
BODYWORK MODULES	Advanced Remedial Course	Advanced Assessment Workshops	HLTREM505B: Perform remedial massage health assessment
		Advanced Remedial Workshops	HLTREM503B: Plan remedial massage treatment strategy;
		Remedial Case Management	HLTREM504B: Apply remedial massage assessment framework;
		Remedial Clinic	
		External industry workshop	HLTREM502B: Provide remedial massage treatment; HLTREM510A: Provide specialised remedial massage treatments; HLTHIR403B: Work effectively with culturally diverse clients and co-workers; HLTCOM510A: Provide services to clients with chronic diseases or conditions; HLTCOM509A: Provide services for people with a life changing illness
	Elective Massage Modules (2)		
THEORY BASED MODULES	Anatomy & Physiology (Advanced)		
	Professional Development Module		HLTCOM502B: Develop professional expertise HLTCOM503B: Manage a practice

			<p>CHCORG28A: Reflect and improve upon professional practice</p> <p>HLTHIR506B: Implement and monitor compliance with legal and ethical requirements</p> <p>HLTAP501A: Analyse health information</p> <p>HLTHIR501A: Maintain an effective health work environment</p>
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Please note: to be eligible for the Diploma of Remedial Massage (HLT50307) qualification, candidates must be deemed competent in ALL of the above units from the Health Training Package (HLT07).

Certificate III in Fitness (SRF30206) – Distance Delivery Mode Programs

BSBCMN302A	Organise personal work priorities and development
BSBFLM303A	Contribute to effective workplace relationships
ICAITU006C	Operate computing packages
SRXFAD002A	Provide advanced first aid response
SRXGCS004A	Meet client needs and expectations
SRXGCST03A	Process client complaints
SRXINU002A	Apply sport and recreation law
SRXOHS001B	Follow defined occupational health and safety policies and procedures
SRXRIK001A	Undertake risk analysis of activities
SRFFIT001B	Provide orientation to client prior to undertaking a fitness program
SRFFIT003B	Undertake client induction and screening
SRFFIT004B	Develop basic fitness programs
SRFFIT005B	Apply basic exercise science to exercise instruction
SRFFIT006B	Use and maintain core fitness industry equipment
SRFFIT014A	Provide advice to clients on the application of basic A&P to fitness programs
SRFFIT015A	Provide nutrition advice to clients in accordance with guidelines
SRFGYM001B	Instruct fitness activity skills to a client using fitness equipment
SRFSPP002A	Develop and apply an awareness of specific populations to exercise
SRXGRO003A	Provide leadership to groups
SRFGEX001A	Plan and instruct a group exercise class
SRFGYM002B	Customise gym instructional skills to include specific areas of expertise current in the fitness industry
SRXGRO001A	Facilitate a group
ICAITU012C	Design org documents using computer packages
BSBCMN304A	Contribute to personal skill development and learning

Certificate IV in Fitness (SRF40206) – Distance Delivery Mode Programs

	Develop Work Priorities
ICAITU006C	Operate Computing Packages
SRXGCS006A	Address Clients Needs
SRXGCST05A	Coordinate Client Service Activities
SRXINU003A	Analyse Participation Patterns in Specific Markets of the Leisure and Recreation Industry
SRXINU004A	Promote Compliance with Laws and Legal Principles
SRXOGN001A	Conduct Projects
SRXOHS002B	Implement and Monitor the Organisations Occupational Health and Safety Policies, Procedures and Programs
SRXRIK001A	Undertake Risk Analysis of Activities
SRFFIT007B	Undertake Relevant Exercise Planning and Programming
SRFFIT008B	Utilise a Broad Knowledge of Exercise Science in Exercise Planning, Programming and Instruction
SRFFIT009B	Undertake Postural Appraisal of Low Risk Clients
SRFFIT010B	Utilise a Broad Range of Fitness Equipment
SRFFIT011B	Provide Exercise for Fitness Industry Clients with Special Requirements
SRFFIT012B	Utilise an Understanding of Motivational Psychology with Fitness Clients
SRFFIT013B	Provide Information and Exercise Related to Nutrition and Body Composition
SRFPTI001B	Plan and Deliver Personal Training
SRFGYM002B	Customise gym instructional skills to include specific areas of expertise current in the fitness industry
HLTCOM406B	Make referrals to other health care professionals where appropriate
ICAITU012C	Design org documents using computer packages
BSBCMN304A	Contribute to personal skill development and learning

Certificate III in Fitness (SRF30206) – Fulltime Delivery Program

	Organise personal work priorities and development
BSBFLM303A	Contribute to effective workplace relationships
ICAITU006C	Operate computing packages
SRXFAD002A	Provide advanced first aid response
SRXGCS004A	Meet client needs and expectations
SRXGCST03A	Process client complaints
SRXINU002A	Apply sport and recreation law
SRXOHS001B	Follow defined occupational health and safety policies and procedures
SRXRIK001A	Undertake risk analysis of activities
SRFFIT001B	Provide orientation to client prior to undertaking a fitness program
SRFFIT003B	Undertake client induction and screening
SRFFIT004B	Develop basic fitness programs
SRFFIT005B	Apply basic exercise science to exercise instruction
SRFFIT006B	Use and maintain core fitness industry equipment
SRFFIT014A	Provide advice to clients on the application of basic A&P to fitness programs
SRFFIT015A	Provide nutrition advice to clients in accordance with guidelines
SRFGYM001B	Instruct fitness activity skills to a client using fitness equipment
SRFSPP002A	Develop and apply an awareness of specific populations to exercise
SRXGRO003A	Provide leadership to groups
SRFGEX001A	Plan and instruct a group exercise class
SRFGYM002B	Customise gym instructional skills to include specific areas of expertise current in the fitness industry
SRXGRO001A	Facilitate a group
ICAITU012C	Design org documents using computer packages
BSBCMN304A	Contribute to personal skill development and learning

Certificate IV in Fitness (SRF40206) – Fulltime Delivery Program

	Develop Work Priorities
ICAITU006C	Operate Computing Packages
SRXGCS006A	Address Clients Needs
SRXGCST05A	Coordinate Client Service Activities
SRXINU003A	Analyse Participation Patterns in Specific Markets of the Leisure and Recreation Industry
SRXINU004A	Promote Compliance with Laws and Legal Principles
SRXOGN001A	Conduct Projects
SRXOHS002B	Implement and Monitor the Organisations Occupational Health and Safety Policies, Procedures and Programs
SRXRIK001A	Undertake Risk Analysis of Activities
SRFFIT007B	Undertake Relevant Exercise Planning and Programming
SRFFIT008B	Utilise a Broad Knowledge of Exercise Science in Exercise Planning, Programming and Instruction
SRFFIT009B	Undertake Postural Appraisal of Low Risk Clients
SRFFIT010B	Utilise a Broad Range of Fitness Equipment
SRFFIT011B	Provide Exercise for Fitness Industry Clients with Special Requirements
SRFFIT012B	Utilise an Understanding of Motivational Psychology with Fitness Clients
SRFFIT013B	Provide Information and Exercise Related to Nutrition and Body Composition
SRFPTI001B	Plan and Deliver Personal Training
SRFGYM002B	Customise gym instructional skills to include specific areas of expertise current in the fitness industry
HLTCOM406B	Make referrals to other health care professionals where appropriate
SRFCHA001A	Plan and deliver exercise for children and young adolescents
SRFOLD001B	Plan and deliver exercise for older adults

4. Facilities at Main Campus

4.1 Library Facilities

ALG does not have a library for student use. There is a reference library for staff use only. The Sydney campus is located near many good bookshops, which stock books relevant to their needs. For example, The Theosophical Society on Kent Street Sydney has a lending library. The State Library facilities are located a short distance away on Macquarie St, Sydney. The University of Sydney and University of Technology also have libraries which are open to the public.

4.2 Other Facilities

4.2.1 Disabled Facilities:

Classrooms are all wheelchair accessible and there is a disabled toilet on the premises.

4.2.2 Tea Room Facilities:

There is a small tea room available for student use. Facilities include a sink, a microwave oven and filtered drinking water.

4.2.3 Filtered Water:

Filtered water is available to all students in the tea room.

4.2.4 Toilet Facilities:

Separate male and female toilets, as well as disabled access toilet are available to students.

4.2.5 Hand Washing Facilities:

Hand washing facilities are located in the toilets. Anti-bacterial hand wash is provided for student use as are paper towels.

4.2.6 First Aid:

In line with legislation, ALG has a compliant First Aid kit. All teacher/trainers have their First Aid qualifications. The First Aid kit is equipped with occlusive bandages for student use if students have minor skin lesions.

5. Student Support Services and Information

5.1 About this Student Handbook

This handbook outlines the policies and procedures of ALG for all Students. As appropriate, the handbook is updated to reflect any changes in policies and procedures. All students are expected to abide by the information within this handbook or subsequent versions of it.

5.2 Client Support

ALG is committed to ensuring student success and enjoyment in their course. We do this by:

- Step-at-a-Time Learning - Learning is made easy and effective. Each topic is broken down into small parts in sequence. The steps are gradually built on from one lesson to the next.
- Hands-on Practice – Courses are focused on students getting real world experience.
- Professional and Team Support - All aspects of the program are designed to show you how to become a successful professional. We are committed to your success. Your instructors and students services team work together to help you succeed.
- Should you need any assistance, we'll be happy to provide the information on the spot. If your enquiry is more detailed, we will provide you with information in writing or schedule an interview for discussion.

5.3 Access to Records

- ALG will make student records available to students on request by the student. No student information will be made available to third parties without student's written permission. Most personal information can be accessed readily and immediately if urgently required. Students requesting duplicate copies of academic transcripts or statements of attainment can expect a processing period of 5 working days and an administration fee of \$20.

*For further information about Access to Records see Section:
Records Management*

6. Enrolment Information

6.1 How to Apply

Application Forms can be collected from reception, or downloaded from our websites. ALG will assess your application information and contact you to confirm enrolment details and payment of tuition fees. Most courses for Domestic Students allow students to start at any time as the courses are tailored made to suit the student. Some courses, such as massage units, and qualifications for International Students, are delivered on a term schedule. Speak to our student administration team to confirm your timetable if required. All student enrolments are subject to the ALG's terms and conditions.

6.2 Enrolment

6.2.1 NSW School of Massage

The NSW School of Massage encourages all students with an interest in massage to enrol in all modules of the HLT40307 Certificate IV in Massage Therapy Practice course. Enrolment forms can be collected from reception, or downloaded from our website at www.SchoolofMassage.com.au. Some courses may have prerequisites; course information for each module is available from reception or the website. Alternatively, our administrative assistants will be happy to assist.

6.2.2 Australian ALG of Sport and Fitness – Domestic

The Australian ALG of Sport and Fitness - Domestic encourages all students with an interest in Fitness to enrol in the SIS30310 Certificate III in Fitness (superseded SRF30206 Certificate III in Fitness) and SIS40206 Certificate IV Fitness (superseded SRF40206 Certificate IV in Fitness). Enrolment forms can be collected from reception, or downloaded from our website at www.acsf.com.au Some courses may have prerequisites; course information for each module is available from reception or the website. Alternatively, our administrative assistants will be happy to assist.

6.2.3 Australian ALG of Sport and Fitness – International

The Australian ALG of Sport and Fitness - International encourages all students with an interest in Fitness, or those who would like to learn Fitness in Sydney, to enrol in the SIS30310 Certificate III in Fitness (superseded SRF30206 Certificate III in Fitness) and SIS40206 Certificate IV Fitness (superseded SRF40206 Certificate IV in Fitness). Enrolment forms can be collected from reception, or downloaded from our website at www.alg.edu.au Some courses may have prerequisites; course information for each module is available from reception or the website. Alternatively, our administrative assistants will be happy to assist.

*For further information about International Student Enrolment Procedures, see Section:
Section B: International Student Handbook: International Student Enrolment Procedure*

6.3 How to Enrol

ALG has four terms a year. This means that you have four enrolment opportunities throughout the year to begin your course. We advise you to monitor and self-pace your studies with your lifestyle, for example if you work full time, only commit to one module per term. This also allows sufficient time at home to practise the techniques and absorb all the information. To enrol into your course complete the enrolment form. Indicate the course you have selected including the day, date and time. Then either mail or fax your completed form to us with the deposit amount (cheque, money order or credit card details), if required, to:

NSW School of Massage /

**Australian ALG of Sport and Fitness – Domestic /
Australian ALG of Sport and Fitness – International**

Level 1, 225 Clarence Street

Sydney NSW 2000

OR

Fax : (02) 9262 2879

If you wish, you may enrol over the phone by calling:

NSW School of Massage: (02) 9262 2654

Australian ALG of Sport and Fitness: (02) 9262 2856

We will then send you a receipt to confirm your enrolment. Also note:

- The balance of your course fees are due 5 weeks prior to the commencement of the term.
- All our courses are exempt from GST as they are "professional and trade courses".
- When posting payments please ensure to include your name, address and course details.
- Students who have not paid in full will not be permitted to join the class.
- Before enrolling please take time to familiarise yourself with the course conditions and policies on the following pages. They also appear on the back of the enrolment form.

*For further information about International Student Enrolment Procedures,
see Section:*

*Section B: International Student Handbook: International Student Enrolment
Procedure*

6.4 Flexible Learning Programs and Modules

Some courses offered at ALG provide students with the flexibility of attaining their qualification over flexible period of time. Please speak to administration for further details on the courses offered via distance learning.

6.5 Distance Education Programs and Modules

Distance education is conducted online. It is the student's responsibility to submit assessments by the due date. Where assessments are not received by the lecturer by the due date, the policy for resubmission of assessments will apply. A processing period of 5 working days and an administration fee of \$30 to \$150, depending on the nature of the assessment being re-submitted (theoretical exam, assignment, case study, practical assessment).

6.6 Organisation of Learning Programs and Modules

These programs are organised to ensure candidates receive background knowledge and skills and the opportunity to apply these skills under supervision. Whereby a competency appears in more than one module or unit, the candidate will only be deemed competent when they have successfully completed all relevant assessments for that unit of competency. This ensures that students have been assessed against a sufficient range of variables and that assessment is reliable (shows the student can consistently meet the competency).

7. Recognition of Prior Learning / Course Credit (RPL)

7.1 Recognition of Prior Learning (RPL) & Recognition of Qualifications from RTO's

It is the policy of ALG to assess the previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system. Students wishing to be recognised for competencies should follow the RPL procedure.

7.1.1 RPL Procedure

1. Students are informed of ALG's RPL policy prior to enrolment. This information is contained on the website.
2. Students who wish to apply for RPL are provided with an opportunity to discuss their RPL requests with administration.
3. RPL requests are only dealt with for future terms. No RPL requests can be accepted for terms that have commenced.
4. Students apply for RPL using the appropriate RPL Form, providing evidence to support their claim. The application must be supported by an administration fee per \$85 per module OR Unit of Competency, depending on the course the student is applying RPL for. Each module includes a set of competencies but some units of competency are not delivered in one module. Due to the course structure, students must request RPL for an entire module and may not request RPL for individual competencies within that module.
5. The assessor will then assess the application based on the evidence submitted. The assessor may request further evidence such as a demonstration or the sitting of the relevant examination if the evidence submitted in the application is not deemed adequate in terms of authenticity, validity, reliability, currency or sufficiency.
6. The student will be advised in writing of the outcome of the RPL application. If unsuccessful, the student has the right to appeal using the appeals process.
7. If successful, the competencies that have been recognised will be recorded 'RPL' on the Transcript of Competencies Achieved or Statement of Attainment, where applicable.

7.2 Recognition of Qualifications from RTO's

Under the Standards for Vocational Education and Training Regulator Act 2011 (SNR), ALG will honour its obligation to recognise and accept Statements of Attainment and Qualifications issued by any other RTO. Competencies that have been awarded by other RTO's will be recorded on the Transcript of Competencies Achieved or Statement of Attainment, where applicable as 'RPL'.

8. Records Management

8.1 Records Management Policy

ALG has implemented procedures to assure the integrity, accuracy and currency of records. The following protocol for Records Management applies in all cases:

- Secure storage of all records including student records and business records both in hard copy and electronic form. These records are kept in locked offices within the main secure premises and on computers protected by passwords.
- Daily and Weekly backups of electronic copies are kept both on and off site in secure locations and are password protected.
- Each student has a file which includes courses studying/studied, competencies attained, records of enrolment, attendance, special considerations, fees paid and any grievances. These details are accessible both manually and by database. Database records are stored for 30 years, physical records for 12 months. ALG has the provision to retain, archive and retrieve student records and results for a period of 30 years in compliance with SNR.
- No student information will be disclosed to a third party without specific written instruction from the student.
- Most personal information can be accessed readily and immediately if urgently required. Students requesting duplicate copies of academic transcripts or statements of attainment from preceding years can expect a processing period of 5 working days and an administration fee of \$20.
- ALG keeps current records of assessor and trainer qualifications and experience. This information is updated as required and reviewed annually during the self assessment audit and reapplication process for ATMS accreditation.
- ALG keeps current records enrolments and participation and fees paid and refunds given.
- It is the responsibility of the Director of the ALG, with consultation with trainers and assessors, to ensure that all materials are reviewed for currency prior to issue or reissue, a log of materials and respective materials is maintained and that all staff who function under ALG's scope of registration have ready access to all necessary and current materials. Assessors and trainers are notified of this process during induction.

All information gathered during this process will be used to review the Record Management policy and procedure where necessary.

8.2 Student Records Management

It is ALG's policy that in every case of student correspondence thorough records will need to be kept on the students files. Student files are located and stored in two forms: electronically on the Database and physically in a file. All correspondence is stored in both of these storage areas and both storage areas must be viewed in conjunction for a full student profile.

Physical student files includes but is not limited to:

- Enrolment information and Student Agreements
- Request from students to transfer or suspend their studies
- All correspondence to students that may then effect visa status
- Response to written and lodged grievances

The database contains the following but is not limited to:

- Personal details such as name, address, birth date, contact details
- The date the student began the course
- Any applications for RPL and the outcomes

- Any grievances or complaints
- Modules taken
- Assessment results for each module
- Status of competency achievement
- Any appeals and the outcomes

ALG keeps track of student records through implementing a Student Enrolment Process. All students physical files are required to have a 'Student Checklist' filled in and updated with every record required. This Checklist identifies what information is in the physical file and what information is stored electronically. For example, all Intervention Letters generated via our Database are recorded electronically and a paper version is not printed. This is for ease of access, systematic Records Management and to keep control of the paperwork in a Student's physical file. Responsible Staff make all possible attempts to ensure these two record keeping systems are in sync at all times.

ALG stores physical records for 12 months. In compliance with SNR, all electronic records are stored on our database for at least 30 years. The electronic database is backed up onsite and offsite for secure and reliable data storage.

8.3 Access to Student Information

8.3.1 Application

At the time of initial enrolment, a new student record is created both as a physical file and on the electronic Database. The files should be examined in conjunction to consider all information stored on a Student file*. Enrolments: For subsequent enrolments into further modules, the student's record will be updated.

8.3.2 Fees and Refunds

At any time the student makes a request for a refund, RPL, appeal or registers a complaint or injury, all details and the outcomes will be recorded on their file. The outcomes will also be recorded in separate registers in line with relevant ALG policies.

8.3.3 Results and Certification

At the completion of the module, trainers must provide their class rolls and the outcomes of assessment to administration so that attendance and assessment results are recorded.

All of these processes and the documentation associated with it can be accessed by the student. The student file is located on the main campus and filed in a lockable storage cabinet. Student files are sorted alphabetically according to their surname. Electronically, student files can also be search according to their name(s). Individual reports, actions and notes can be printed and issued to the student upon request.

Most student files are available immediately upon request. Such documentation as Certificates and Statements of Attainment may take up to 5 working days, depending on the trained staff member's availability to generate this information.

8.3.4 Client Access to Student Records

ALG will make student records available to Clients upon request, however, requests must be made in writing and must be supported by the student. No student information will be made available to third parties without the student's express written consent. Most personal information can be accessed readily and immediately if convenient or urgently required.

Students requesting duplicate copies of academic transcripts or statements of attainment can expect a processing period of 5 working days and an administration fee of \$25. This information is made available to students within the Student Handbook.

8.4 Coursework, Examinations and Certification Records Management

Students are required to submit assignments and sit examinations for their assessment. The Assessment Cover Sheet must be attached to every assignment submitted and exam attempted. On this Cover Sheet, the student signs an agreement stating:

"I confirm that this is my own work. I understand that there are penalties if this assessment is submitted after the stated due date, unless I have otherwise got approval for my late submission. This is a copy NOT an original. I accept that this assessment will only be kept for 12 months and in this time I can request to view my marked assessment. After the 6 month period it will be destroyed."

See the Appendix's to view the Assessment Cover Sheet.

Results and Qualification attempts are recorded on the electronic Database for at last 30 years, but copies of assignment work and examinations are destroyed after 6 months.

Result Records on the Database are reflective of the SNR assessment recording requirements, i.e.:

- C = Competent
- NYC = Not Yet Competent

Other systems are used to identify alternative results attained per qualification attempt, for example:

- RPL = Recognition of Prior Learning
- WD = Withdrawn from Course

9. Certification and Issuing Qualifications & Statements of Attainment

9.1 Qualification Certification

When a student completes a qualification, they are eligible to receive a Certificate and Transcripts of Academic Competencies Achieved with the Australian Qualifications Framework (AQF) and National Registered Training stamp on them. This means it is a nationally accredited qualification.



ALG will ensure that it issues SNR Qualifications and Statements of Attainment that meet the requirements of the SNR Implementation Handbook and the endorsed Health Training Package within its scope of registration. These Qualifications and Statements will:

- Include the National Code and CRICOS Code,
- Identify the units of competency, and
- Identify ALG's national provider number.

Certificates and a Transcripts of Academic Competencies Achieved are issued upon completion of a qualification. Students are required to fill in a 'Confirmation of Details Form for Certification' to ensure their correct legal name is printed on their certificate and to select a collection method. ALG records certifications issued in:

- O:\Diplomas, Certificates, Transcripts, SOA \Certificate ID Number Log.xls

Statements of Attainment can be issued upon request and are issued as a partial recognition of competencies achieved to date.

Student's certificates are available for collection or delivery 4 weeks after the successful completion of the qualification. Note, some Massage delivery modules need a longer period for marking and results collection.

Certification, Statements of Attainment and Transcripts of Academic Competencies achieved will only be provided to students whose fees have been finalised.

9.1.1 Flexible delivery qualifications

Students who enrol into any flexible delivery course have up to 2 years to complete that course. Extensions may be requested in writing and are up to the discretion of ALG. Student's who make no attempt to complete the course with this time may forfeit their position in that course without recompense.

9.2 Delivery Module Certification

9.2.1 Massage Modules

When a student successfully completes a massage module (including applicable student clinics) they are eligible for a Statement of Attendance for that module. Student's certificates are available to be collected from administration 3 to 4 weeks after the completion of the qualification or module (including applicable student clinics). Postage is available at a cost of \$20 within Australia. International postage charges may differ.

9.2.2 International Students

At the end of a study period, results are submitted by Trainers and entered into the Database by administration*. For international student progress recording, the process is to be completed within 2 weeks of receiving the results (to meet any visa restrictions imposed on students). The qualifications should then be ready 1 week later.

**Refer Course Progress Policy – Procedure for Recording Student Progress*

International Students are only enrolled into accredited qualifications as approved by ASQA. Certificates and Transcripts of Academic Competencies Achieved are therefore issued with the ASQA and National Registered Training stamp on them. This means it is a nationally accredited qualification. Certificates are issued at the completion of a qualification.

10. ALG Policies for Students

10.1 ALG Policies

- ALG reserves the right to cancel a course. Where possible ALG will inform students with 7 days notice of this event and a full refund will be provided.
- Successful completion of the course is subject to the student satisfying the ALG's Attendance Policy.
- Students wishing to request Recognition of Prior Learning may do so by either downloading the forms from our website(s) or requesting forms from administration.
- ALG recognises qualifications from other RTO's (see Recognition of Prior Learning Policy)
- Persons under the age of 16 years of age cannot participate in any of the courses offered by ALG. International Student's must be 18 years of age.
- ALG has a non-smoking policy. Food and drink may not be consumed in the classrooms (except water).
- Any other matter not specifically mentioned in the ALG Policies here may be found in ALG Policy and Procedures Manual. Any other matter not specifically mentioned here is also at the discretion of ALG.

10.2 Risk Management Policy

It is the policy of ALG to ensure that risks to compliance with the Standards for Registered Training Organisations are identified and managed and that appropriate action is taken to correct or prevent any failure to comply with these standards.

In so doing ALG will ensure that:

- All members of the compliance committee are assigned appropriate areas of the business to actively monitor for risk.
- This responsibility will be included in the job descriptions of each member of the compliance committee.
- Wherever a risk is identified, it is presented to the compliance committee for immediate action.
- Appropriate strategies to correct any identified risk are agreed upon and implemented in a timely manner.
- The member of the compliance committee responsible for implementing the strategy briefs the compliance committee on the effectiveness of the strategy to ensure that full compliance is achieved.
- All information gathered during the risk management process will be used to review the risk management policy and procedure where necessary.
- All outcomes will be documented and stored according to ALGs' policy and inline with the SNR for effective administrative and records management.

11. Student Conduct Policy and Disciplinary Procedures

11.1 Overview: Student Conduct Policy, Responsibilities and Disciplinary Procedures

It is important that the Australian Learning Group (ALG) remains a positive environment in which to learn, with the utmost concern for the welfare of our students, staff and clients. Students have an obligation to behave in a professional and respectful manner at all times in a way that is commensurate with studying in a professional organisation. At no time will ALG tolerate disrespect or aggression towards other students, staff members or clients.

This document will detail the *Student Code of Conduct*, which includes the Student Conduct Policy, Student Responsibilities, Understandings and Obligations at the Australian Learning Group and ALG's commitment to a Positive Learning Environment. This document also specifies the consequences of a breach of the *Student Code of Conduct*.

11.2 Student Conduct Policy

A student must at all times maintain a positive approach to studying and display appropriate behaviour while engaged with ALG either within the premises or at any other location used by ALG in course delivery. A breach of student conduct will attract disciplinary action by ALG. In some cases, this may result in expulsion of the student.

ALG commits to providing a safe, caring and orderly environment to ensure that students have the opportunity to learn. An instance of misconduct (inappropriate behaviour) is a disciplinary offence. Misconduct includes both academic misconduct and behavioural misconduct.

11.2.1 Academic Misconduct

Academic misconduct includes but is not limited to:

- *cheating* – including supporting others in cheating,
- *plagiarism, collusion* – including working in groups where not approved by the teacher, electronic plagiarism (refer to Plagiarism Policy in the Student Handbook for further information), and
- *falsifying* information.

11.2.2 Behavioural Misconduct

Behavioural misconduct is broadly defined as actions that breach ALG's student rules or policies. This includes but is not limited to:

- Breaches of Commonwealth or State law which underlie ALG's operations.
- Behaviour that impairs the reasonable freedom of other persons to pursue their studies and participate in the activities of ALG.
- Refusing or failing to identify themselves truthfully.
- Any act or failure to act that endangers the safety or health of any other person.
- Actions that impair any person's participation in a legitimate Institute activity or, by act or omission, disrupts the peace or good order of ALG
- Acting in a way that causes students or staff or other persons within the ALG campus to fear for their personal safety.
- Acting in a way that causes damage to ALG's property.

- Willfully obstructing or disrupting any official ALG meeting, ceremony, activity, class or examination / assessment.
- Any form of harassment, whether based on gender, race, age, ability, sexual preference or religious belief.
- Willfully damaging or wrongfully dealing with any ALG property, or the property within the ALG campus of any person, including theft.
- Being under the influence of prohibited drugs and/or substances including alcohol.
- Possession of dangerous articles or banned substances.
- Trespassing or knowingly entering any place within the premises of the ALG campus that is out of bounds to students.
- Making a false representation as to a matter affecting student status.
- Engaging in abusive behaviour.
- Inappropriate use of electronic devices (mobile phones, ipods, cameras, etc.), including using devices during class time (refer to Mobile Phone Usage Policy in the Student Handbook for further information).

11.3 Student Responsibilities, Understandings and Obligations

A student must at all times maintain a commitment to a number of responsibilities while engaged with ALG either within the premises of the ALG campus or at another location used by ALG. Students are expected to be responsible for and to understand the following conditions:

11.3.1 ALG Policies and Procedures

- The student agrees to comply with the policies and procedures of ALG as outlined in the Student Handbook, which may be amended from time to time. The latest copy is published on ALG websites and must be referred to for the latest version: www.schoolofmassage.com.au, www.acsf.com.au, www.alg.edu.au.

11.3.2 Course Attendance

- It is the student's responsibility to make themselves aware of all the course dates prior to enrolment.
- Students are responsible for maintaining satisfactory course attendance and results. Failure to do so may prolong the originally scheduled program and may effect the student's visa.
- Student attendance is required at all advertised timetabled activities, including Orientation and education classes. SUCH ATTENDANCE IS A CONDITION OF ENROLMENT. Students are expected to attend class on the published term dates, with International Students to arrange their travel plans outside the advertised term dates. If circumstances require a student to be absent from class for a period greater than 3 days, advance application must be made in writing to the International Student Advisor.

11.3.3 Course Progress

- Students are responsible for maintaining satisfactory course progress. Failure to do so may prolong the originally scheduled program and may affect the student's visa.
- Students are responsible for ensuring they have successfully completed all pre-requisites for each module before the commencement of each module.
- Students should report to their teacher before class if there is any reason why the student should not give or receive a massage/fitness program in any given class.
- Massage Students: Student's acknowledge that they will be required to give and receive massages by both females and males. This also applies in student clinic.

11.3.4 General Misbehaviour

- ALG reserves the right to discipline students for breaches of ALG rules and general misbehaviour. The General Manager reserves the right to suspend or expel a student from ALG.
- Willful damage to ALG property or damage caused by a student's negligence will render the student liable for all costs relating to the damage.

11.3.5 Fees and Charges

- All fees and charges are to be paid in advance. Payment of such fees and charges must be made prior to the commencement of the period to which they relate and are to be forwarded to ALG Administration office. ALG reserves the right to alter such fees and charges at its discretion, without notice. Students must ensure the balance of fees are paid by the due date or they may forfeit their position in that course.
- A student will be refused enrolment to a new term if any fees and charges from the previous period remain unpaid. In extenuating circumstances, the General Manager may consider negotiation of payment plan for unpaid fees.
- If a student wishes to withdraw from a course they must provide notice in writing to the International Student Advisor. The notice must be provided a minimum of 5 weeks before the commencement of the term. Failure to give such notice will involve the payment of a full term's tuition fee. This fee will only be waived in the case of there being, in the view of ALG, extenuating circumstances that could not have been anticipated leading to the withdrawal of the student. These circumstances need to be set out in a letter notifying the intent to withdraw.
- The payment of full fees is necessary to hold a guaranteed place whenever a student is absent from ALG for any period of time during the year.
- Should students enrol into a module in advance of the timetable being published and on publication discover that the course's scheduled day or evening has been changed by ALG and is no longer convenient, a full refund will be issued. In all other circumstances, the above refund policy applies.
- ALG reserves the right to amend these regulations from time to time without prior notice.

11.3.6 Class Allocation

- Students accept that they will be allocated to classes from term to term and student allocation is based on the discretion of ALG. ALG will not allow students to change/choose classes at their own will.
- A class change can only occur in limited compelling or compassionate circumstances or if there is a grievance issue. A class change request must be put in writing and assessed by the General Manager. ALG encourages diversity and does not discriminate. All students are encouraged to learn with different people, different teachers and different facilities.

11.3.7 Medical Conditions and Special Needs

- It is the student's responsibility to advise both ALG Administration and every class trainer who trains them, at any stage of your program, if they have a medical condition (including pregnancy) which would contra-indicate or put them at risk by participating in any class or training session they are scheduled to undertake at ALG.
- This includes if a student's medical condition changes, or if a student falls pregnant, during the course of their studies with ALG.
- If in any doubt, the student is responsible for asking ALG or their trainer what is involved with the forthcoming class or training session and then seek medical advice from a qualified registered practitioner prior to the commencement or continuation of their studies at ALG.
- For purposes of record keeping and staying well informed of student's conditions, ALG requests students provide updated copies of their medical records and/or clearance advice to administration.
- It is the student's responsibility to advise ALG if you have special learning needs, to see if these can be accommodated, prior to enrolling. These may include language, literacy, numeracy and disability special needs

11.3.8 English Proficiency

- Students whose first language is not English should note strong English language proficiency is required to successfully complete studies. As a guide, ALG recommends students to have a minimum of IELTS 5.5 (academic), a TOEFL score of 525 or TOEFL Computer-Based test of 196.

11.3.9 Personal Properties

- The student will release and hold harmless ALG, its Director, staff, trainers and agents in respect to any property loss that may be sustained whilst participating in their course or attending ALG whosoever caused.

11.4 **Creating a Positive Learning Environment**

As a student of the ALG, either within the premises of the ALG or at another location used by the ALG, students have responsibilities to support a positive learning environment for all students:

11.4.1 **Expectations include but are not limited to:**

- Abidance by the *Student Code of Conduct* and all ALG policies and procedures.
- Active participation in the class room.
- Showing a general interest in the teachings delivered.
- Following teacher's instructions.
- Being respectful to fellow students and teachers.
- Familiarizing themselves with the Student Handbook prior to each term.

11.4.2 **Behaviours that will not be tolerated include but are not limited to:**

- The use of electronic devices during class time, including, but not limited to mobile phones, ipods and any other devices of a similar nature.
- Rudeness or aggression towards fellow students or teachers and staff of ALG.
- Sleeping in the class during lectures.
- Unnecessary disruptions of teachings, wilfully disruptive behaviour.
- Any form of bribery, flattery, coercive behaviour or cheating.

11.5 **Consequences for Student's who breach the Student Code of Conduct**

Should a situation arise whereby a student is considered to be acting in breach of the requirements of the *Student Code of Conduct*, appropriate action will be taken. This action may take the following forms, depending on the seriousness and nature of the breach of conduct:

1. Verbal Warning with relevant member of staff (e.g. in the case of rudeness).
2. Formal discussion with the General Manager (e.g. in the event of more serious disrespect).
3. Resitting of an examination or resubmission of assessment (e.g. in the event of academic misconduct).
4. Deduction of marks and/or resubmission fee (e.g. in the case of late submission of an assessment or absence from an examination).
5. Suspension from the course (e.g. in the event of academic misconduct or aggression).
6. Expulsion from the course (e.g. in the event of academic misconduct or aggression).

11.6 **Breaches to the Student Code of Conduct in the Classroom or Learning setting**

Students who breach the *Student Code of Conduct*, by showing no willingness to co-create a positive learning environment or causing disruption to the classroom environment, are subject to one formal verbal warning.

A second breach (or a first breach that is very serious in nature) will lead to the student being asked to leave the class room and an absence will be recorded on the role.

This will also have an effect on general class attendance. For International Students, this may lead to the student being reported to the Department of Education via the PRISMS reporting system for breaching their visa conditions.

The details of the breach will also be recorded on the student's permanent record.

11.6.1 Process for dealing with breaches

1. First and final verbal warning issued in class.
2. Second breach (or first serious breach) removal from class with absence recorded.
3. Formal meeting with the General Manager on the next working day, including a documentation of the breach.
4. Letter sent to student clarifying outcomes of meeting.
5. Student's enrolment amended (if required) including notifying DEEWR via PRISMS of change.

Details of the breach recorded on the database.

11.7 Cheating or Plagiarism Policy

Students MUST read and understand the following before submitting assignments.

11.7.1 IT Plagiarism Policy for students enrolled in coursework units

The Plagiarism Policy and Procedures apply to assessments conducted for coursework units and degrees. The purpose of the policy and procedures is to manage plagiarism appropriately in order to protect the Australian Learning Group's reputation and academic standards for current and future students. The policy and procedures provide guidance to all teaching staff to assist them in minimizing plagiarism and in managing incidents of plagiarism in a consistent and equitable manner. Key features of this policy are outlined below.

11.7.2 Definition of plagiarism

Plagiarism occurs when students fail to acknowledge that the ideas of others are being used. Specifically it occurs when:

- other people's work and/or ideas are paraphrased and presented without a reference
- other students' work is copied or partly copied
- other people's designs, codes or images are presented as the student's own work
- phrases and passages are used verbatim without quotation marks and/or without a reference to the author or a web page
- lecture notes are reproduced without due acknowledgement.

11.7.3 Unintentional and intentional plagiarism

The respective teacher is required to decide whether or not they believe that plagiarism was likely to have been intentional or unintentional. There are a number of factors that might be taken into consideration when deciding this, for example:

- the student is in the first year of the course and has not received a prior warning
- the student is from an educational background where different norms apply for the acknowledgement of sources

- a negligible amount has been plagiarised
- the student has made an inadequate attempt at referencing
- the students in the cohort were given information on how to acknowledge extracts and quotations. The student was present/received written information and knew that the use of material without acknowledgement was unacceptable
- the student had received a prior warning about plagiarism.

11.7.4 Unintentional plagiarism

Should the respective teacher have reasonable grounds to find that plagiarism was not intentional a decision will be made within 10 working days as to the course of action to be taken. Possible actions are:

- warn the student and mark the paper without penalty (deduction of marks)
- warn the student and mark the paper with penalty
- warn the student, request resubmission, and mark the paper with penalty.

11.7.5 Intentional plagiarism

Before the respective teacher determines that cheating through intentional plagiarism has occurred, they must consider the student response (if any) to the allegation. If the student fails to respond to an accusation of intentional plagiarism and cannot convince the respective teacher that the plagiarism was unintentional, the respective teacher will disallow the work and report the matter to the General Manager of the Australian Learning Group.

11.7.6 Plagiarism register

A register will be maintained to record warnings that have been given to students about plagiarism (even where no formal action has been taken or penalty applied), and penalties applied and the nature of those penalties. Records regarding a student's involvement in alleged plagiarism will be retained while the student is still enrolled or intermitted in any course.

11.8 Mobile Phones or Similar Devices: Usage Policy

11.8.1 General Use at Work

While on campus and in external training facilities, students are expected to switch off their mobile phones during lectures and training sessions. Students should use personal mobile phones only during scheduled breaks or lunch periods in non-working areas. ALG is not liable for the loss of personal mobile phones brought onto the campus or an external training facility.

On the unusual occasion of an emergency or anticipated emergency that requires immediate attention, the cell phone may be carried into a class room on vibrate mode.

Students caught using a mobile phone on campus or an external training facility during an exam period, will automatically be disqualified from their examination and marked failed. Disciplinary action as outlined above will also applied.

11.8.2 Unsafe Work Situation

ALG prohibits the use of private mobile phones or similar devices while at any external training facility at which the operation of such device would be a distraction to the user/and or could create an unsafe training environment.

11.9 Critical Incident Policy

The following outlines the policy and procedure to be taken in event of a critical incident.

A Critical Incident is defined as any sudden or progressive development (event) which requires immediate attention and decisive action to prevent/minimise any negative impact on the health and welfare of one or more individuals.

Critical incidents may include (but are not limited to) events such as:

- Death/suicide
- Serious accident or injury
- Deprivation of liberty, threats of violence, assault, rape/sexual assault, aggravated burglary, biological or chemical weapons
- Fire, bomb, explosion, gas/chemical hazards, discharge of firearms
- Threat of widespread infection or contamination
- Civil unrest
- Severe Occupational Health and Safety (OH&S) risk

11.9.1 Immediate action and who is responsible

1. The person first responsible for an incident is any staff member who is either a witness to, or first to be informed about an actual or potential critical incident is to assume immediate responsibility for the situation.
2. If they deem it necessary, they should then alert the most senior staff member available as soon as possible who will then become responsible for the operation of the management of the critical incident.
3. In the event that emergency services attend the event, they will be given authority to assume control of the critical incident upon arrival.

11.9.2 Critical Incident Procedure

1. The staff member first responsible needs to assess the situation and consider any apparent risks to their own safety.
2. If they deem it necessary they should then alert the most senior staff member available as soon as possible who will then become responsible for the critical incident.
3. If required staff will next contact emergency services.
4. Provided there is no threat to personal safety in doing so, the personnel responsible for the situation takes steps to minimise further damage or injury. This may involve organising willing bystanders to provide support.
5. As soon as practical the ALG General Manager or most senior staff member available is to prepare a Critical Incident Initial Report outlining details including:
 - 5.1. the type of incident
 - 5.2. the exact location
 - 5.3. details of any person or persons who might be injured, in distress, or at risk
 - 5.4. notify work cover if a claim is to be made
6. The ALG General Manager or most senior staff member will be responsible for:
 - 6.1. reviewing the situation

-
- 6.2. setting priorities
 - 6.3. allocating tasks / responsibilities
 - 6.4. Coordinating an immediate response including communications (to staff, students, families of those involved, helpers, and the media)
 - 6.5. ongoing response or follow up (including staff briefing, counselling, review and reporting).

12. Student Attendance Policy

IMPORTANT

The Student Attendance Policy for International Students is found in the International Students Handbook.

12.1 Attendance Requirements for Domestic Students

Where physical attendance is required as part of student's learning program, students must endeavour to attend these lectures or workshops. A maximum of 20% of any face to face learning can be missed in most modules by a student. In the event of absence, students should notify ALG as soon as possible. This will be marked on the roll. It is the students' responsibility to catch up on all missed work. Students who do not reach the acquired attendance will be recorded as having failed the course and will be required to re-enrol at their own expense.

12.1.1 Absence Due To Illness or Exceptional Personal Circumstances

If absence occurs as a result of illness and a medical certificate is produced, or under exceptional personal circumstances, ALG will to its best to reschedule at an appropriate time.

12.1.2 Absence from an Examination

Students who are absent from an examination will have to arrange to sit the examination at ALG's convenience. This will incur administration fees as per the resitting or resubmission of assessment policy.

12.1.3 Lateness

Students are expected to attend lectures at the specified times. Students who arrive later than 15 minutes to a lecture or leave more than 15 minutes early will be recorded as having being absent from that lecture. Please note a different lateness policy applies for attendance of clinic. Please refer to your student clinic information tab as part of this handbook and course notes.

12.1.4 Lateness in Submitting Written Assessments

Where a scheduled timetable or submission date has been set between tutor and student, assessments that are not submitted on time will be treated as resubmissions and will incur a \$30 administration fee. Extensions will only be granted under exceptional circumstances and these will be considered on an individual basis. Students must contact their lecturer if they wish to apply for an extension and ALG must be informed in writing.

13. Student Assessment and Course Progress Policy

IMPORTANT

The Student Progress Policy for International Students is found in the International Students Handbook.

13.1 Assessment and Course Progress Requirements for Domestic Students

Students are deemed either Competent or Not Yet Competent in line with industry and training guidelines for assessment. As the courses are delivered by way of individual modules or courses, each module has its own requirements for attaining competency. The range of assessments include:

- Theory examinations
- Oral questioning
- Peer or Self Assessment
- Practical examinations
- Role plays
- Assignments
- External assessment
- Clinic observation

The assessment tools used and the pass mark for each course will vary. The individual module course notes will provide details of the necessary requirements for passing that module. All assessments will be planned and conducted in a way that ensures that they comply with the following principles:

- authenticity (reflect the candidate's own work)
- validity (directly relate to the current version of the relevant endorsed units of competency)
- reliability (shows that the candidate consistently meets the unit(s) of competency)
- currency (reflects the candidate's current capacity to perform the aspect of the work covered by the units)
- sufficiency (covers the full range of criteria in the relevant units of competency)
- fairness (are not advantageous or disadvantageous to different individuals or groups and can be open to reasonable questioning)
- flexibility (a range of approaches can be used to allow for different delivery modes and student needs)

13.1.1 Theory Assessments

Written assignments and exams are returned to students or are available for collection from administration. If assignments are not collected they will be destroyed after 6 months. It is the student's responsibility to keep a copy of their submitted assignments. ALG also keep a copy of 3 randomly selected sample assignments and exams, for record keeping purposes.

13.1.2 Request for remarking of Assessments

Students wishing to have their assessments remarked by another trainer/assessor can do so for a fee of AU\$30 per assessment.

13.1.3 Resitting of Examination or Resubmission of Assessment

In the event that students do not pass any aspects of the course, assessments may be resubmitted or examinations may be resat. However, students must be aware that administration fees are payable. This fee currently stands at \$30 for written examinations and \$150 per hour for practical assessments.

Student Re-sit / Re-submission of Assessments Procedure

Class Submission / Examination

<div style="border: 1px solid black; padding: 10px; width: 80%; margin: auto;"> 1st Re-sit / re-submission </div>	<ul style="list-style-type: none"> Student marked as 'C' (Competent) = Proceed with course 	✓
	<ul style="list-style-type: none"> Student marked as 'NYC' (Not Yet Competent) = move to 1st Re-sit / re-submission step 	✗

1st Re-sit / Re-submission

<div style="border: 1px solid black; padding: 10px; width: 80%; margin: auto;"> 1st Re-sit / re-submission </div>	<ul style="list-style-type: none"> Student submits assignments and case work Student passes exam: <ul style="list-style-type: none"> ⇒ Domestic students: increased pass mark by 10%, same paper ⇒ International Students: same pass mark, same paper Student re-submits with \$30 charge, unless compelling/compassionate reason 	✓
	<ul style="list-style-type: none"> Student NYC = 2nd Re-sit / re-submission step 	✗

2nd Re-sit / Re-submission

<div style="border: 1px solid black; padding: 10px; width: 80%; margin: auto;"> 2nd Re-sit / re-submission </div>	<ul style="list-style-type: none"> Student submits assignments and case work Student passes exam: <ul style="list-style-type: none"> ⇒ Domestic students: increased pass mark by 10%, extracted paper (NYC elements only) ⇒ International Students: same pass mark, extracted paper (NYC elements only) Student re-submits with \$30 charge, unless compelling/compassionate reason 	✓
	<ul style="list-style-type: none"> Student NYC = 3rd Re-sit / re-submission step 	✗

3rd Re-sit / Re-submission

<div style="border: 1px solid black; padding: 10px; width: 80%; margin: auto;"> 3rd Re-sit / re-submission </div>	<ul style="list-style-type: none"> Student submits assignments and case work Student passes exam: <ul style="list-style-type: none"> ⇒ Domestic students: increased pass mark by 10%, extracted paper (NYC elements only) ⇒ International Students: same pass mark, extracted paper (NYC elements only) Student re-submits with \$30 charge, unless compelling/compassionate reason 	✓
	<div style="border: 1px solid black; padding: 10px; width: 80%; margin: auto;"> Failure after 3rd re-sit </div> <ul style="list-style-type: none"> Student NYC = At ALG's discretion, ALG may request that the student re-sits the term. As an International Student, re-sitting a term will affect a student's visa duration and the duration of the student's Confirmation of Enrolment may be conditionally extended. 	✗

14. Complaints / Appeals / Grievances Policy and Procedure

This Section is replicated in the Policy and Procedure Manual Section 8. Complaints and Appeals

From time to time ALG acknowledges that students may need assistance with their study program or have other concerns. The initial step in *any* grievance is to discuss the issue with the person involved. If this has been done and the matter is still not resolved or if it is inappropriate to discuss the issues with the person involved then ALG follows the below Complaints/Grievance Procedure.

A student grievance in writing from a Student can be viewed and action can be taken by either the General Manager and/or the Student Advisor. It is the policy of ALG to deal with student complaints, grievances and appeals in a constructive and timely manner to achieve positive outcomes for the Student and ALG.

ALG maintains full records of all complaints and appeals and their outcomes, including a record on the students file. ALG ensures that privacy and confidentiality will be respected throughout the complaint handling process for all parties concerned.

14.1 Complaints/Grievance Procedure

The affected student/client should first attempt to resolve any complaint or grievance informally with relevant staff. If the grievance cannot be solved informally or is considered serious in nature, the following steps must be taken:

1. The complaint/grievance must be submitted in writing to the General Manager or Student Advisor and must not be anonymous. There is a formal Complaints/Grievance Form available for students on the website.
2. The General Manager or Student Advisor will acknowledge receipt of the letter and contact the student/customer within 7 days of receiving the written complaint/grievance.
3. If staff are involved, relevant staff will be informed and given the opportunity to address the complaint/grievance through discussion and negotiation. A written statement may be submitted if required.
4. Appropriate outcomes will be determined by the General Manager in consultation with relevant staff and the student. These outcomes will then be implemented.
5. If necessary, consultation with independent external agencies regarding issues raised will occur and necessary actions to resolving the issues will be taken.*
6. In the event of serious breaches to policy, practice or professional conduct, legal advice may be sought by the complainant, at their own expense (unless third party mediation is accessed and in this case the mediator must be agreed upon by all parties involved and all direct costs are shared as outlined in writing).

**Refer to Third Party Mediation.*

All information gathered during the complaints/grievance processes will be used to review the complaints/grievance policy and procedure where necessary.

All outcomes will be documented and stored according to the ALG's Record Management Policy* and inline with the standards for effective administrative and records management.

**Refer to Records Management.*

14.2 Appeals Procedure

14.2.1 Appeal against a course result

Students may appeal against a module or course result within 30 days of the issue of results. Results will be reviewed by the relevant teacher and the General Manager or Student Advisor, and written notification of the outcome will be provided within 14 days of the appeal.

14.2.2 Resolution of appeal

If the student feels that the appeal is not adequately resolved, they will be provided with an opportunity to formally present their case to a panel or third party mediator*. This may consist of internal or external parties as agreed by the Student and ALG. If the student wishes to address the panel, the request must be submitted in writing to the General Manager or Student Advisor. Once the panel has come to a decision, written notice of the outcome including reasons for the decision, will be provided to the student within 14 days of the panel hearing the case.

**Refer to 14.3 - Third Party Mediation.*

All information gathered during the appeals process will be used to review the appeals policy and procedure where necessary.

All outcomes will be documented and stored according to the ALG's Records Management Policy* and inline with the standards for effective administrative and records management.

**Refer to Records Management.*

14.3 Third Party Mediation

14.3.1 Mediation for New South Wales based students

Whereby a situation requires external counselling or mediation or judgement, then the student and ALG must both agree in writing on whom this third party mediator will be, which will ensure fairness and independence. This third party will make the final judgement that will be binding to both ALG and student.

Some examples of suitable counsellors or mediators ALG can provide to students include:

- Sydney Counselling Centre - PO Box 5260, West Chatswood -Ph +612 9415 2223.
- Department Fair Trade – for issues involving monies, service or product agreements.
- Industry Associations e.g ATMS – for judgement on course content and learning outcomes.
- ACPET's External Student Appeals Service – visit <http://www.acpet.edu.au/students/student-support/appeals> for access to the appeals process.
- Third Party Lawyers – general issues not covered by the above.

If there are direct costs associated to the third party mediator e.g. an external counsellor may charge an hourly fee rate to mediate, then the costs of this mediation process will be shared equally by both ALG and the student. Any expected costs of third party mediation and the agreement to share these costs will also be outlined and agreed upon in writing.

14.4 Other Notes On Student Grievances

- Any party may be accompanied and assisted by a support person at relevant meetings.
- The student will be given a written statement on the outcome, including reasons for outcome. This will be stored on student's record.

15. Fees and Refund Policy

It is the policy of ALG to provide fair, equitable and reasonable treatment with regards to fees and refunds.

15.1 Fees

- Course fees are non-transferable to other students.
- All enrolments must be accompanied by a deposit. The balance of course fees are due 5 weeks prior to the commencement of each term.
- Students wishing to withdraw from a course must advise ALG in writing 21 days prior to the commencement of term. ALG does not refund fees under any circumstance after this 21 day period. Course fees are non-transferable to other students. In most circumstances refunds are subject to an administration fee of between \$150 to \$195.
- Students attending catch-up classes are required to pay a \$30 administration fee.
- A change to original enrolment may be subject to an administration fee.
- Transfers to another term must be requested in writing at least 7 days prior to the commencement of term.
- Students who have paid in full and who wish to transfer their enrolment less than 7 days prior to the commencement of term or, who are unable to continue with a course once it has commenced, may decide to defer. ALG allows deferring students to carry forward 50% of fees paid as credit towards the new term. Deferments are valid for four terms only and must be requested in writing during the original term of enrolment. Conditions apply.
- ALG reserves the right to increase fees from time to time. Fee increases will not apply to students who already hold a confirmed position in a course prior to the fee increase.

15.2 Refunds for Domestic Students

- In the event that a course has been cancelled by ALG, a full refund will be made available to those students enrolled in that course. Students may elect to have the fees transferred to another course.
- Requests for refunds due to changes in personal circumstances will only be considered if ALG is notified in writing by the student at least 21 days prior to the commencement of term (or as per any other conditions of enrolment that may be specified on enrolment form). These refunds will attract an administration fee of \$100. Students will be notified of the outcome within 7 days.
- ALG does not refund under any circumstance after this 21 day period. Only extensions of study may be considered at this time.

15.3 Fees and Deferment

In all cases of deferral, suspension and cancellation of enrolment, a student's tuition fees are non-refundable, as per our Refund Policy. In exceptional circumstances, a student may unexpectedly need to defer their studies. If this is the case, the student's tuition fees may be transferable to the following term, with the following conditions:

- All enrolments must be accompanied by a deposit. The balance of course fees are due 5 weeks prior to the commencement of each term.
- Students wishing to withdraw from a course must advise the school in writing 21 days prior to the commencement of term. The School does not refund fees under any circumstance after this 21 day period. Course fees are non-transferable to other students. All refunds are subject to an administration fee of \$50.
- Any change to original enrolment is subject to a \$50 administration fee. Transfers to another term must be requested in writing at least 7 days prior to the commencement of term.

- Students attending catch-up classes are required to pay a \$30 administration fee.
- Students who have paid in full and who wish to transfer their enrolment less than 7 days prior to the commencement of term or, who are unable to continue with a course once it has commenced, may decide to defer. The School allows deferring students to carry forward 50% of fees paid as credit towards the new term. Deferments are valid for two terms only and must be requested in writing during the original term of enrolment. Conditions apply.
- The School reserves the right to increase fees from time to time. Fee increases will not apply to students who already hold a confirmed position in a course prior to the fee increase.

The length of a deferral can vary depending on a student's circumstance and depending on the decision of ALG. In general, deferrals cannot be granted for a period of more than six months (two terms).

*International Students: Refer to Section B: International Student Handbook:
Deferring, Suspending or Cancelling the Student's Enrolment*

15.4 Administration Fees

Administration Task	Fee – Domestic	Fee – International
Student Clinic no show/ late cancellation/	\$50	\$50
Make up classes	\$30	\$30
Re-sit practical exam (individual)	\$150	\$150
Re-sit theory exam (individual)	\$30	\$30
Late submission for assignments	\$30	\$30
Recognition of Prior Learning	\$85 per subject	\$85 per subject
Course notes replacement (reprint)	\$30	\$30
Text book replacement	Market Price	Market Price
Domestic Postage for certificates, diplomas	\$20	Complimentary
International Postage for certificates, diplomas	\$30	Complimentary
Re-print of Certificates	\$20	\$20
Cancellation fee for course more than 21 days	\$50	Tuition Fees Refunded Only if withdrawn less than 5 weeks before term commencement*. More than 5 weeks includes refund of Course Materials*.
Cancellation fee for course less than 21 days	No Refund	No Refund*
Transferring fee to another term 7-21 days	\$50	\$50
Transfer to another term <7 days or deferral once course has commenced	50% of fees	100% of fees
Deferral to another term for correspondence courses	75% credit	N/A
Change to Enrolment Status	N/A	2 or more = \$100 every change
Change to Timetable, including clinic changes	N/A	First and Second Change = Free Third or more = \$30
Research fees for completed clinic dates, if student is under the impression of having completed all their clinics and school thinks otherwise	\$50 To be refunded if school at error	\$50 To be refunded if school at error
Late Payment of Tuition Fees	See Conditions on Enrolment Form	\$50 per week of late payment

ALG have the right to amend this fee schedule at any time and, in exceptional circumstances, will use its discretion in unique payment situations.

** For further information about International Fees, refer to Section B: International Student Handbook: Payment of Fees*

16. Access and Equity Incorporating Language, Literacy and Numeracy Principles

16.1 Access And Equity Policy

ALG applies access and equity principles in order to meet the needs of both staff and students. ALG does not tolerate discriminatory behaviour of any kind.

ALG is non discriminatory in its acquisition of students, trainers and staff in line with the Anti-Discrimination Act (NSW 1977 and Cth 1992). It is the policy of ALG to ensure that all people are treated fairly and are not judged on characteristics such as age, gender, sexual preference, race, beliefs, ethnicity, disability, pregnancy, socio-economic status, educational standards or any other personal characteristic that is not strictly relevant to employment or success in the course.

Students and staff come from diverse backgrounds and are limited in their achievement only by their comprehension of the English language. Any issues whether psychological, physical, socio-economic or emotional are addressed on an individual needs basis. Similarly, any concerns a student has regarding their level of language, literacy and numeracy will be treated on an individual basis with the utmost care and confidentiality. Students should notify their lecturer of any issue they feel will disadvantage them in the course and the lecturers will address the issue wherever possible in order to minimize that disadvantage.

Wherever possible, ALG will enhance the flexibility of its courses in order to maximize access for those facing disadvantage. This includes, but is not limited to:

- Regularly reviewing the planning, delivery and assessment components of courses in order to maximise access and equity for disadvantaged individuals
- Keeping classes to a maximum of 20 students so that during clinic times when students are practising on each other, the ratio of student to teacher is 1 to 10
- Mentoring student on a one to one basis
- The delivery of the course in plain English and the use of modelling and demonstration to ensure greater understanding
- The extension of time limits for written examinations for those who have difficulty reading or writing
- Oral examination to replace written examinations for those who have difficulty reading and writing
- The allowance of foreign language dictionaries in examinations
- Extensions to deadlines for assessments in the event of sickness, grief, stress or other circumstances which prevent students from completing assessments on time.

Any special considerations must be directed to the lecturer of the course to ensure a fair and timely resolution. If discussion does not produce a desired resolution, students may direct their discussions to the principal. (Refer to the Grievance Procedure)

ALG offers flexibility in course structure, allowing studentst to complete their Certificate III & IV in 15 months or extend the completion time in order to fit in with personal circumstances. Payments are made on a per term basis to ensure less wealthy students are able to plan their payments rather than paying a lump sum.

The ALG's Access and Equity Policies are set out in its Code of Practice and are provided to staff during induction and in the Staff Handbook. Access and Equity policies are also included in this Student Handbook.

ALG provides timely and appropriate information, advice and support services which assist students to identify and achieve their desired outcomes. This information is disseminated prior to enrolment and is reinforced in the Student Handbook and includes:

- Client selection, enrolment and induction procedures
- Course information, including content and vocational outcomes
- Fees and charges, including refund policy and exemptions
- Provision for language, literacy and numeracy assessment
- Client support
- Flexible learning and assessment procedures
- Welfare and guidance services
- Appeals, complaints and grievances procedures
- Disciplinary procedures
- Staff responsibilities for access and equity
- RPL arrangements.

17. Work Health and Safety Policy

The Australian ALG of Sport & Fitness is committed to the principle of prevention of workplace injuries. All students and staff members must accept their responsibilities under the Work Health and Safety Act 2011 (NSW) by following ALG policies and acting in a way that prevents harm to themselves and others.

17.1 Staying Alert to Health and Safety Hazards

If students can see any hazards to the health and safety of anyone in the clinic (including themselves), they should report them immediately to the clinic supervisor. Examples may include things like:

- Someone gets blood on the towels
- A student notices a wobbly leg on a stool
- Someone has lain towels or clothes directly over a heater in the room

17.2 Fire and Safety Procedures

ALG conforms to best practice in health and safety and complies with all regulations in NSW. ALG's Fire and Evacuation Strategy involves the following:

- Key groups of people are identified to take positions of control and responsibility during an emergency.
- They are provided with adequate training commensurate to the level of risk.
- Drills are held, where responses are noted and improved on.
- Prominent evacuation and emergency signage is displayed in all rooms.
- Teachers are trained to take roll calls at beginning of each class and to evacuate with roll book to ensure all students are accounted for.
- Key first aiders are identified to evacuate with first aid kit if possible.
- Training has been provided regarding the location and use of extinguishers and hoses.
- Assembly points have been identified outside the building.
- One staff member has been allocated to control the situation and communicate via mobile phone from outside building.
- Should an emergency arise, we ask you to remain calm and follow the instructions of ALG staff.

18. Massage Clinics

18.1 Overview

As part of each hands-on course, students are required to complete a certain number of student clinics. Student Clinic is where you massage the public under the close supervision of a teacher here at the ALG campus. Why are these clinics so important to your training? Firstly, it is a requirement to complete Student clinics in order to become an accredited Massage therapist. Secondly, Student Clinic provides a secure and safe environment where you will be able to develop your skills and build confidence in providing a treatment.

IMPORTANT - Do you know the Student Clinic Policies?

It is every student's responsibility to know and be familiar with the Student Clinic guidelines and policies before booking your clinic. These are strictly adhered to, to ensure fairness to all students and quality of service for our clients.

18.2 Clinic Overview

18.2.1 Eligibility

Swedish students are eligible to participate in student clinic after the completion of lecture 7. However, bookings for these clinics can be taken after the completion of lecture 3. Remedial students are eligible to participate in student clinic after the completion of lecture 4. However, bookings for these clinics can be taken after the completion of lecture 1.

18.2.2 Booking

Prior to booking your first clinic you are required to sign the Student Clinic Register. This confirms you understand and agree to the Student Clinic policies and procedures. Please thoroughly read the Student Clinic information prior to booking.

18.2.3 Completion

Please note that students have a total of one year to finalise the required clinics after the completion of each module.

18.3 Clinic Timetable

Student Clinic is held at the ALG campus on Mondays, Thursdays and Saturdays. Typically students will treat 4 different clients for just under an hour each with a 15 minute break after the second client. Students should observe the following timetable for each respective session:

	Thursday	Saturday AM (morning clinic)	Saturday PM (afternoon clinic)
START Student arrival at the School & briefing commences	🕒 9.30am	🕒 8.30am	🕒 1.15pm <small>Except Aromatherapy*</small>
<i>"Cut-off" for late arrivals</i>	9.45am	8.45am	1.30pm
<i>First Client treatment commences</i>	10.00am	9.00am	1.45pm
FINISH	2.30pm	1.30pm	6.15pm

* Aromatherapy Sessions start earlier. Please check with your teacher.

Student arrives & briefing commences.

- Arrival times are: Monday: 9.30am*, Thursday: 9.30am*, Saturday AM (morning clinic): 8.30am*, Saturday PM (afternoon clinic): 1.15pm*
- Students need to arrive by the start time indicated.
- “Cut-off” for late arrivals 9:45am, 8.45am, 1.30pm, respectively
- First Client treatment commences 10.00am, 9.00am, 1.45pm respectively
- Finish 2.30pm, 1.30pm, 6.15pm respectively

18.3.1 Arrival Times, ‘Cut-off’ Times & Penalties

- A late arriving student may not be allowed to do clinic after the indicated ‘cut-off’ times.
- Arrival after this time means you will receive a penalty (see penalty details in next section).
- After the ‘cut-off’ time, any available space may be forfeited to a stand-by student.

18.4 Student Clinic Guidelines and Policies

<p>Arrival Times</p>	<p>The following conditions apply to all students undertaking their student clinics for any module. Arrival Times Students must arrive as per the required START times, as published. There is no flexibility in arriving late for Student Clinic. If you arrive after the CUT-OFF time, a penalty will be enforced, even if Student Clinic staff deems it appropriate that you conduct your Student Clinic. Students are not to leave the premises during Student Clinic breaks.</p>
<p>Clinic Cancellation and Non-Attendance</p>	<p>Once a student has booked a Student Clinic session, they are responsible for keeping track of their booked Student Clinics, and attending them.</p> <p>A minimum of <u>24 hours notice</u> is required to cancel or change a Student Clinic booking. For example, if you are booked in to a Saturday morning clinic, you must phone ALG by 8:30am on the Friday before.</p> <p>You must speak to an admin staff member, either in person or via the telephone, to cancel a Student Clinic. Emails will not be accepted.</p> <p>Please ensure you receive a confirmation number for any Student Clinic cancellations. If you are calling outside of admin office hours, please leave a message on the answering machine and a staff member will call you back with your confirmation number.</p> <p>Cancellation due to illness will only be accepted with an accompanying medical certificate within 30 days of the breach.</p> <p>Non-attendance to Student Clinic will result in a penalty. It is the student's responsibility to cancel any pre-booked clinics they no longer require.</p>
<p>Penalties</p>	<p>The following penalties are enforced should a student fail to meet the rules of Student Clinic (i.e. arriving late, non-attendance, or cancelling without 24 hours notice):</p> <p>1st Penalty: We understand genuine circumstances do arise. A first time penalty is recorded on the student card and a \$50 admin fee is charged. Students are sent a reminder of the Student Clinic policies and procedures. We will remind you that a further incident will result in a higher level penalty.</p> <p>Subsequent Penalties: A student is required to undertake an additional clinic for any subsequent incidents. ALG needs to ensure the student is competent in observing Student Clinic policies and procedures as part of their learning competencies. A \$50 admin fee is also charged.</p>
<p>Admin Fees</p>	<p>An admin fee of \$50 is <u>always</u> charged for all penalties. This fee contributes to the direct costs caused by these incidents and ensures ALG can keep running Student Clinic free of charge to ALL students.</p> <p>Please note that your certificate will not be ordered until this has been finalised.</p>
<p>Dress Code and Personal Hygiene</p>	<p>To maintain professionalism, students attending Student Clinic are required to maintain a clean & tidy appearance.</p> <p>Students must wear either a school logo t-shirt or a <u>plain</u> black or white t-shirt (only a minimum level of logos or designs will be accepted), with loose fitting pants or shorts.</p> <p>ALG <u>does not allow</u> short skirts or shorts, low-riding pants, bare midriffs, low-cut tops or singlets. Students are required to have short, clean nails, clean clothing and no strong body odours.</p> <p>If you are unsure about the appropriate dress, please check with your teacher or clinic supervisor prior to attending Student Clinic. A student who is not appropriately attired may not be permitted to attend Student Clinic.</p>

18.5 Massage Preparation and Student Clinic

18.5.1 What ALG provides:

Climate - Environment

- Temperature - around 23°C to 25°C
- Lighting - subdued, avoid overhead
- Absence of draught, fan directed on you or the wall, not the client
- Quiet surroundings - turn off mobile phones & limit talking
- Relaxing music

Hardware

- 1 table with nose hole, 1 table cover, 1 block, 1 face pillow
- Massage oil in non-spillable dispenser
- Arnica cream – this helps prevent soreness after a deep massage
- Tiger Balm – this helps improve circulation in tight areas
- 1 stool
- Towels and a blanket in winter
- 1 thick pillow
- CD player and relaxing music
- 1 silent clock
- Heat/ice pack

18.5.2 The Student Practitioner

It is the responsibility of the student to ensure the following:

Yourself

- Be punctual and early enough to be relaxed and centred
- Be healthy (no communicable diseases e.g. colds and flu)
- Dress appropriately – see dress code
- Be scrupulously clean, especially your hands
- Cut fingernails short and file smooth
- No strong breath or other odours (perfumes etc)
- Remove jewellery and tie up long hair
- Prepare yourself physically, mentally and emotionally

Always take a CASE HISTORY prior to the treatment

- What would the client like?
- Point out contra-indications when necessary
- Prior to each stage explain what you are going to do and ensure the client consents
- If there is to be a charge, inform the client of your fee (this should be explained when they book in)

- Get client to remove spectacles and jewellery

General Points

- Keep calm - try to schedule in a 15 minute break between each client
- Tuck towels in to keep oil off clothes and hair
- Don't forget to drape or to untuck
- Use warm towels and/or a blanket in cold weather
- Wash hands and forearms thoroughly before and after each massage
- Be sensitive to client's needs, you are there to help them

Reasons for Draping

- Warmth
- Keeps oil off clothes and hair
- Absorbs perspiration on very hot days
- Psychological reasons - avoids feeling of nakedness as it sets up a physical boundary, maintains client modesty and sense of security
- Maintains professional integrity

18.6 Student Clinic –Case History Taking

Every time you conduct a treatment you should take and record a client history. This applies to all treatments you provide during the Student Clinic. This is done prior to the treatment and the answers are to be written on the case history card.

18.6.1 General Questions

1. Surname, first name, telephone – home, work, mobile
2. DOB, occupation, referred by, date of treatment (printed name of student)
3. Have you had a massage before? What kind? Light or deep tissue? Which do you prefer?
4. Any particular reason for massage? Muscle tension, relaxation? Did the massage help?
5. Exact location of problem? How long have you had it? Months, years?
6. All previous treatment – massage, herbs, exercise, meditation. Are you receiving any chiro/physio treatment?
7. What would you like from the massage today?

18.6.2 Questions Relating to Contra-Indications

1. Have you had any recent (4-6 weeks) surgery/operations?
2. Broken bones, dislocations, sprains recently?
3. Have you had any recent long term illness/stress affecting your health? Any medications?
4. Any allergies to oils/creams?
5. Do you suffer any arthritis or restriction in movement?
6. Are you aware of any contagious skin condition you may have?
7. Are you pregnant? How many weeks? (ask all women of appropriate age)

18.6.3 Example of a Case History Card

These details must be entered on the client card prior to commencement of treatment, see example below:

EDEN, Barbara DOB 13/07/69	Primary School teacher	(w) 9381 0000 (h) 9978 3010 after 7pm (mob) 0414 000 000
Today's date	(name of student)	
Previous massage: Had deep remedial because of neck and back tension. Found massage helped.		
Exact neck problem: neck is stiff and sore all over and mainly upper back is tight especially between scaps.		
Has had chiro work but also likes massage.		
No surgery, no broken bones, no medication, no arthritis, 1 month chiro treatment.		
Not pregnant.		
Wanting a relaxing and deep massage over back mainly upper and neck area.		
<i>(I worked deeply on areas requested, plus Shiatsu. Client may need work on abdomen & chest next visit)</i>		

Note: You must document what you have asked the client, even if the answer is no. This proves you have asked the question i.e. no previous massage, no contra-indications.

18.7 Student Clinic Health and Safety Guidelines

Health and Safety of both students and clients in our clinic is of paramount importance. Report anything you believe to be a hazard to your clinic supervisor. This section is relevant for students of our fitness and/or students undertaking massage units of study.

The health and safety responsibilities of massage therapists are taught in more depth in the "Safe Practices" module. However, for student clinic, students must adhere to the following. The health and safety responsibilities of massage therapists are taught in more depth in the "Safe Practices" module. However, for student clinic, students must adhere to the following:

18.7.1 General Health & Safety

- If students have skin breaks they must use an occlusive bandage such as Op-Site (available from admin)
- Students must wash their hands thoroughly (covering all surfaces between fingers etc and up to and including the elbows) before and after each client –see hand washing procedure at end of your course notes
- Students should not be massaging in clinic if they are sick with a contagious disease or condition. (Please endeavour to give 24 hours notice to admin staff if you will not be able to attend clinic for any reason. If you give less than 24 hours notice penalties apply)
- To protect your own health, you should not be massaging clients with contagious conditions either. If you have reason to believe a client has a condition that may pose a threat to your own health, approach your clinic supervisor immediately for guidance
- Where there are any visible lesions or wounds on a client's skin, students should seek advice from the clinic supervisor
- Take care with clients getting on and off the table, provide assistance if required

- Students are required to adhere to the Student Clinic Dress code as per the Student Clinic Policy

18.7.2 Staying Alert to Health and Safety Hazards

If students can see any hazards to the health and safety of anyone in the clinic (including themselves) they should report them immediately to the clinic supervisor.

Examples may include things like:

- Someone gets blood on the towels for some reason
- A student notices a wobbly leg on a stool
- Someone has laid towels or clothes directly over a heater in the room

18.8 Linen Protocol

A clean small towel is to be provided for each and every client around the face hole of the table. After each client, students are to place the towel used for wiping off oil into the laundry bag provided. Take the towel around the face hole of the table and turn it into the new towel for wiping off oil. Place a clean towel around the face hole of the table. Administration staff or clinic supervisors will handle all other changes of linen. However, you must alert the clinic supervisor if there has been a contamination of the towels requiring a complete change of linen. Students should check linen before treatments. If linen appears soiled at all, the supervisor should replace it. Where blood or any body fluid appears on linen-this should be reported immediately. The supervisor will handle contamination of this nature.

18.9 Student Clinic Privacy Guidelines

The details of the Privacy Act are taught in more depth in the “Practice Management” module at ALG. However, for student clinic, students must adhere to the following.

18.9.1 Confidentiality

Any details collected by students during a student clinic massage (on case history cards), and any information disclosed verbally to a student by a client during a student clinic massage must be treated as strictly confidential. This means that students must never discuss information about their clients with any third party (except the clinic supervisor) – i.e. you cannot tell your friends, or anyone else, anything about your clients, even who your clients were. Also note that you must never take a client’s card away with you or copy information from it about a client.

18.9.2 Gaining Consent from New Clients

New clients to student clinic are all given the following information in a letter they read before you massage them:

Protecting Your Privacy

Our students will need to collect and record information about you and your health before your massage. This will be done in a classroom setting within earshot of other clients and students. If you are not comfortable with this scenario, you are recommended to see one of our fully qualified practitioners at the School where you will be in a private room. Information will be collected to enable students to determine the best massage for you and to check for any reasons why they shouldn’t massage you. Please be aware that personal details are collected mainly to verify your identity and for us to be able to contact you if we need to for any reason. Your case card will be kept in the School’s files and will be given to other students who massage you in the future or handled by admin staff in the course of their duties. You have the right to see your card at any time. Our admin staff can get a copy of our full Privacy Policy for you if you ask for it.

Gain the client's consent to collect case history information about them, i.e. check that they are OK with you taking down their details and case history.

18.9.3 Collecting Information

- Only collect information relevant to providing the massage treatment.
- Collect information “lawfully, fairly and not obtrusively” (this is wording from the privacy information of the government web site www.privacy.gov.au). Do not intrude on the personal affairs of the client unnecessarily.
- Clients have the right to access their case cards if they want to. If a client wishes to access their card, or wants copies of any information on their card, call the clinic supervisor and he/she will liaise with the client over this.

18.9.4 Protecting Client Privacy within Clinic

Whilst giving a massage ensure the client's card is kept in a location where it is protected from loss or unauthorized access. For example, place cards in a location where they cannot be easily seen by other people in the clinic and where they will not be accidentally picked up by others. Keep an eye on your case cards during treatments. Place client cards in the secure box on the reception counter as soon as you have finished with them.

18.9.5 Keeping Information Up to Date

If a client has been before, always check contact details for the client are up to date and ask about any new health conditions. Clients have the right to correct information on their card if it is inaccurate. Again, if a client ever wants to change anything on their card, call the clinic supervisor and he/she will handle this. You can research your privacy obligations on the internet at www.privacy.gov.au for the federal legislation and www.lawlink.nsw.gov.au/privacynsw for the state legislation in NSW.

18.10 *Frequently Asked Questions*

Q: What is clinic for?

A: Student clinic provides practical training for students. You will massage clients in a clinical setting, under the supervision of teacher. The clinic enables you to practice and develop your skills as a massage therapist. Also, Student clinic is a requirement in order to become an accredited Massage Therapist.

Q: Why is this policy so important?

A: Firstly, your student clinic is an important part of your education and overall assessment. It demonstrates your ability to observe clinic regulations and guidelines in an industry environment. Secondly, members of the general public pay for this service. We must ensure a high standard of customer service.

Q: I feel sick on the day of clinic. What do I do?

A: If you are sick, you will be required to bring in your medical certificate for our records.

Q: My bus/train was late. Is that ok?

A: No. Even if the reason for being late is genuine, the penalty will still be enforced. Please make every effort to arrive earlier to avoid being deemed late.

Q: How do I book a clinic?

A: To book a clinic, firstly you must sign the Clinic Register. You may then phone or come into the ALG campus to book a clinic. Email cannot be used to book or cancel clinic.

Q: Do I need to stay for the whole clinic?

A: Yes. We also ask you to remain on the ALG premises at all times during student clinic hours.

Section B: International Student Handbook

1. Welcome International Students!

1.1 The Australian Learning Group

The Australian Learning Group has been providing expert education in health and wellbeing for over 25 years. Learning either massage therapy or fitness and personal training is extremely rewarding and offers you great career paths.

ALG has a strong focus on practical skills and we like to get you involved with hands on training from the very first week. As a student of one of our ALGs, the NSW School of Massage or the Australian ALG of Sport and Fitness, you will have a stimulating and supportive environment in which to learn. We also have a very wide range of students who choose to study with us, including students from Europe, China, India, Japan, Malaysia, South Africa, UK, and the USA.

1.1.1 Where are we located?

Main Campus – Sydney (03071E)

Our main campus is located in the very centre of Sydney close to all shopping, tourist destinations and transport. It makes a perfect base for all your Sydney adventures:

Level 1, 225 Clarence Street, Sydney NSW 2000

Campus – Perth (03283D)

Our main campus in Perth is at Lords: 3 Price Street, Subiaco WA 6008

In addition to our main campus at Lords, students may undertake some of their training at other venues. These include local parks, fitness venues and specialist training venues:

- Local parks – students will get to experience outdoor fitness training, such as bootcamp training, in a variety of outdoor park facilities.
- The Cove Health Club - in Hay Street Perth, this is a fully equipped commercial gym where students will experience further training with group exercise, cardio machines, weight machines and free weights.
- Cliftons – in St George's Terrace, is a training facility where the College undertake our computer training modules in a computer lab environment.

Students will be provided with detailed timetable and location information when these other venues will be visited during their program.

Campus – Melbourne (03313C)

Our main campus in Melbourne is at Melbourne University Sports, Tin Alley, University of Melbourne VIC 3010.

The Australian Learning Group Pty Ltd is a great way to study in Australia.

1.1.2 How do I contact you?

If you are interested in studying at ALG please contact our International Students Admissions centre by email or phone or post.

International Student Admissions

Level 1, 225 Clarence Street, Sydney NSW 2000

InternationalTeam@alg.edu.au

2. About this Document and Staff Responsibilities

This document has been prepared to specify all policies and procedures relating to International Students of ALG. All staff that have direct contact with International Students:

- need to be aware of the policies and procedures manual,
- need to understand they must adhere to these policies and procedures when dealing with International Students, and
- can voluntarily make recommendations and suggestions for ongoing improvement to these policies and procedures.

All relevant staff are required to be given training in these policies and procedures and a copy is to be available at all times in the office to refer to. In addition, these policies and procedures will be regularly revised informally and formally during staff meetings.

2.1 Why are International Students Different?

Whilst ALG maintains and delivers identical education for all students, International Students are different in that they have come to Australia with a student visa.

This student visa comes with various conditions. In some cases the students' or ALG's actions have an impact on the student visa that must be reported on the Department of Immigration and Citizenship (DIAC) via PRISMS. This document aims to identify all the actions that may impact the International Student's visa status.

2.2 Visa Conditions

Once a student has obtained a student visa there are a number of conditions that must be followed. ALG must monitor these conditions, and if a student breaches these, ALG may need to inform DIAC.

The main conditions are:

- maintain satisfactory attendance,
- achieve satisfactory course progress,
- continue to be enrolled full-time in a registered course,
- notify the education provider of their address (or change in address) within 7 days,
- notify their original educational provider if they change to a new education provider within seven days of obtaining a new certificate of enrolment, and maintain health insurance cover.

3. Am I Eligible to Study in Australia?

3.1 Department of Immigration and Citizenship

The Department of Immigration and Citizenship (DIAC) controls visa applications. DIAC makes decisions on student visa applications. They are monitoring the behaviour of overseas students and ensuring compliance with visa conditions. They administer all immigration-related legislation, policies and procedure.

If you have had previous multiple visas to stay in Australia, you should check if this affects your eligibility for a new student visa.

Next your country of residence will affect your access to a student visa. Access to a student visa will depend upon the Assessment Level (AL) of your country of origin. Students from Assessment Level 1 have fewer restrictions when applying for a student visa than students from Level 2 and above. The AL of a country is different in each educational category.

The Australian ALG of Sport & Fitness is in the Vocational Education and Training category (subclass 572). A list of country assessment levels pertaining to subclass 572 is available on the DIAC website.

If you have dependents who will be coming with you to Australia, you are required to make arrangements for the education of your dependents. This may include paying ALG fees. You should contact DIAC for more information about the status of dependents when intending to study in Australia.

Please note that The Australian ALG of Sport & Fitness may be required to provide information about overseas students to Commonwealth and State Government agencies.

More detailed information about applying for a Student Visa can be obtained from:

- Study in Australia - www.studyinaustralia.gov.au,
- Your nearest Australian Embassy, Consulate, High Commission
- Department of Immigration and Citizenship if you are already in Australia.

3.2 ESOS Framework Description

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 (ESOS) Act and the National Code 2007. The Australian ALG of Sport & Fitness requests that you visit the ESOS Framework description prior to enrolling. Please find this at:

https://aei.dest.gov.au/AEI/ESOS/QuickInfo/ESOS_FrameWork_pdf.pdf

3.3 Age Limit & English Proficiency

You must be 18 years of age to apply to study at the Australian ALG of Sport & Fitness as in an International student.

Students should also note that all classes at ALG are conducted in English. In addition many courses include complex terminology, demanding even for fluent English speakers. Students from non-English speaking backgrounds are required to show evidence that they will be able to successfully complete their course – see our website at: www.alg.edu.au.

4. Living in Australia

ALG's main campus is perfectly situated in the very centre of Sydney, so everything is at your doorstep. ALG's Perth campus is in the heart of the City of Subiaco, which has cafes, bars and beaches just around the corner.

4.1 Accommodation

When it comes to finding accommodation you have many options to choose from ranging from finding your own apartment to homestays to short term rental accommodation.

It is typical that most students will find their own apartment, or find an apartment to share with others. Homestays allow students to have accommodation with carefully selected homestay families. These offer students a safe, friendly and caring "home away from home" environment, as well as the opportunity to practise their English in real-life situations.

When you arrive there are several youth hostels and budget accommodation venues that you can access via the internet for short term accommodation needs. There is a list of Accommodation resources under the section "Support Resources".

4.2 Transport

Public transport in Australia is very accessible, with ferries, buses, trains and taxis being available throughout major cities.

There is more information on Transport resources under the section "Support Resources".

4.3 Climate

Australia enjoys a temperate climate which enables residents to enjoy outdoor activities all year round. Summer temperatures are usually between 25 and 30 degrees Celsius. February is usually the hottest summer month, so if you are arriving during this month to commence your studies, make sure you wear light clothing under any coat or jacket you take on the plane with you. Winters are usually cool, with temperatures averaging about 17 degrees Celsius. During winter the night time temperature can drop to around 9 degrees Celsius, so either plan to bring warm clothing with you or budget to buy winter clothes during your first year of studies.

4.4 Multiculturalism

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

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

4.5 Money And Banks

One of the first things you may wish to do when you arrive in Australia is to open a bank account in which to deposit money, so you can pay for things in the local currency. If you intend to work while you are studying your employer will be able to pay you directly into your account if you open an Australian bank account.

4.6 Credit Cards And ATMs

Credit cards are widely accepted around Australia. The most commonly accepted credit cards are MasterCard, Visa, American Express, and Diners International. Most shopping centers have Automatic Teller Machines (ATMs). Some ATMs charge a fee for withdrawal if you do not have an account with that bank.

4.7 Telephones And Mobile Phones

Public telephones are available at all Post Offices and shopping centers, and on many street corners. Public pay phones accept a variety of coins and phone cards. Phone cards are pre-paid for use in public pay phones and can be bought at any Newsagent. While in Australia, you may wish to purchase a mobile phone. You will be able to purchase pre-paid mobile phone cards, which will add a certain amount of credit to your phone.

4.8 Post Offices

The hours of opening are usually 9am - 5pm Monday to Friday, sometimes Saturdays. Post Offices are able to help you with mailing letters and packages, buying gifts and greeting cards, and even paying your bills online. To find the nearest post office to your accommodation visit their website www.auspost.com.au or phone 131318.

4.9 Living Costs

Before you decide to study with ALG you should consider whether you have enough money for your stay in Australia. Personal student and living expenses are not included in the tuition fees quoted and are the responsibility of the student.

You'll need to consider the following costs: accommodation, airfares, tuition fees, overseas student health cover (OSHC) and all general expenses during your stay in Australia. As a general guide, your accommodation, food, transport and general expenses will cost you around \$18,000 - \$20,000AUD a year, depending on your lifestyle and your accommodation choice.

When you apply for a student visa you must also provide evidence that you have enough money to pay your tuition fees, return air fares and living costs while you are living in Australia.

The cost of living in Australia will vary depending on your choice of accommodation and the suburb. Following is an indication of the weekly costs you may incur. This is only a guide, and all amounts are in Australian dollars.

- Accommodation and Rent - \$130 - \$250 per week
- Travel (weekly bus ticket) - \$34 per week
- Telephone / Mobile phone – \$ 20 – 30 per month
- Groceries (e.g. food, toiletries etc) \$ 50 -75 per week

5. Student Visa Information

5.1 Where Do I Start?

If you are interested in studying in Australia and applying for a student visa, you must first apply for admission to the Australian ALG of Sport & Fitness. Once your application has been successful with ALG and you have paid your student fees, you will get a Confirmation of Enrolment (CoE) from us. This CoE must then be used when you apply and submit your Visa application.

Unless instructed otherwise by the institution or agent you have been dealing with, you should send your visa application form (together with the correct visa charge and all necessary documents) to the nearest Australian Embassy or DIAC Office.

STEP 1	▶ Apply to the <i>Australian ALG of Sport & Fitness</i> for Admission If successful, we will issue you a <u>Letter of Offer</u> to study at ALG
STEP 2	▶ To accept the offer, you need to pay the fees outlined in the Letter of Offer This will include enrolment fees and tuition fees
STEP 3	▶ You will then be issued a Confirmation of Enrolment form (CoE)
STEP 4	▶ Submit your <u>visa application</u> with your Confirmation of Enrolment (CoE) This is sent to either your migration agent, Australian Embassy or DIAC Office

5.2 Summary of Visa conditions

5.2.1 Student Visa Conditions And Responsibilities

Once you obtain a student visa there are a number of conditions that must be followed. Your visa conditions are set out in the letter of approval you receive with your visa or on your visa label. It is important that you are familiar with these conditions and follow them. If you break these conditions, your visa may be cancelled and you may be required to leave Australia. You may also be prevented from returning to Australia for an extended period of time after your visa is cancelled.

The main conditions are that you must:

- maintain satisfactory attendance;
- achieve satisfactory academic results;
- continue to be enrolled in a registered course;
- notify your education provider of your address (or change in address) within 7 days;
- notify your original education provider if you change to a new education provider within seven days of obtaining your new certificate of enrolment; and
- maintain health insurance cover

Read further into this document for more information about these conditions.

5.2.2 Where Can I Get Help With Filling Out A Visa Application?

The visa application forms are designed so that you can complete them easily. You will be applying for a Student Visa Sub-class 572 - Vocational Education and Training (VET).

The DIAC website has visa information forms for download and provides more information on student visa requirements. However, if you wish to seek help in obtaining a visa you are advised to use a registered migration agent. Contact the nearest Australian Embassy or DIAC Office where a list is available of registered migration agents.

You will be asked to have a medical examination as part of the visa process. You will be given a list of approved doctors and special forms for the doctor to complete.

5.2.3 Financial Status

As an international student you are required to provide DIAC with details of your financial status upon applying for a student visa. This is to ensure that you are able to finance your studies and your living expenses during your time in Australia.

5.2.4 Receiving Your Visa

You can only be granted a student visa if you intend to study a registered course or part of a registered course on a full-time basis. If your application is successful you will be issued with a Multiple Entry Visa allowing you to travel backwards and forwards to Australia within the period for which the visa has been granted. That period will depend on the course for which you have been accepted. Your visa can be cancelled if you discontinue your studies or fail to meet the conditions of your visa.

5.2.5 Do I Pay My Course Fees Before Applying For My Student Visa?

Yes. You will be required to pay tuition fees as outlined in your Letter of Offer BEFORE ALG will issue you a Confirmation of Enrolment (CoE), which you need to apply for your visa.

5.2.6 What If My Student Visa Application Is Not Successful?

If your application is not successful you will be told the reasons in writing. The decision not to grant you a student visa cannot be reviewed if you applied from outside Australia. Before re-applying for a Student visa, you should carefully consider what evidence you can provide to satisfy the decision maker that you meet all the requirements for a student visa.

If you apply in Australia and are refused a student visa then you may apply for a review of the decision. You will be notified of your review rights in writing and the time limits for lodging such an appeal.

If you have paid your fees and your student visa application is unsuccessful you are eligible for a full refund of monies paid to Australian ALG of Sport & Fitness, less any non-refundable administration fees indicated in our Refunds Policy.

VISA Application CHECKLIST

- Application Form (157a)
- Your Passport
- Visa application charge (contact DIAC for this information)
- Overseas Student Health Cover
- Details of your financial status
- Results of medical and X-ray examinations
- CoE Form completed by Australian ALG of Sport & Fitness

5.2.7 Further Information On Visas

More detailed information about applying for a Student Visa can be obtained from:

- Study in Australia - www.studyinaustralia.gov.au,

- Your nearest Australian Embassy, Consulate, High Commission
- Department of Immigration and Multicultural Affairs (DIAC) if you are already in Australia.

5.3 PRISMS and Student Visas

The Provider Registration and International Students Management System (PRISMS), is a secure computer system that is the information source for CRICOS. Education institutions and their courses are listed on PRISMS, as is each student studying in Australia on a student visa. That is because this system interfaces with the Department of Immigration and Citizenship (DIAC) data.

Through PRISMS education institutions notify DIAC of each student's enrolment in a course. This should occur before the student applies for a student visa to study in Australia. The enrolment information generates an electronic Confirmation of Enrolment (CoE) as evidence of enrolment in a registered, full-time course. This CoE is a key requirement for DIAC to issue a student visa.

Education providers also use PRISMS to notify DIAC of students who may have breached the terms of their student visa - for example when the student has not been attending classes. PRISMS has reduced visa fraud and ensured education institutions keep track of the students in their care.

PRISMS Contact Details	Website: https://prisms.DEEWR.gov.au Telephone: +61 02 6240 7647 Facsimile: +61 02 6123 7558 Email: prisms@DEEWR.gov.au
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5.3.1 Reporting Students and the effect on Student Visas

ALG is required to enter the enrolment of every student from overseas studying into PRISMS. The reporting required via PRISMS is exception reporting. This means that if the student:

- does not commence (ie. simply does not turn up, or has not arranged with the provider for a later start because of health or compassionate reasons); or
- terminates their studies before program completion; or
- changes their program or its duration; or
- fails to comply with their visa conditions regarding attendance or academic performance.

ALG has an obligation to report this via PRISMS. In these non-compliance cases, the PRISMS system will generate a 'non-compliance notice', which is sent to the student. A 'non-compliance' notice may result in the cancellation of the student visa.

6. International Student Enrolment Procedure

6.1 How long does all this process take?

You are able to enrol with ALG in one of 4 intakes per year. Students are encouraged to apply for enrolment as early as possible to allow for the time it takes for visa processing. Students need to apply at least one or two months ahead of the term commencing to ensure a placement (the duration of this process depends on which country you apply from. For more detailed information check the DIAC website). Although earlier application is recommended to ensure places are available.

Our term starting dates are:

- Term 1 - end of January
- Term 2 - end of April
- Term 3 - mid of July
- Term 4 - mid of October

The exact starting dates are available on our website at:

- for Sydney: <http://www.acsf.nsw.edu.au/pdf/internationalstudenttimetable.pdf>,
- for Perth: <http://www.acsf.wa.edu.au/pdf/internationalstudenttimetable.pdf>.
- for Melbourne: for Perth: <http://www.acsf.wa.edu.au/pdf/internationalstudenttimetable.pdf>.

6.2 Application Forms

Application forms are available on our website. If your application to study at ALG is successful you will be sent a Letter of Offer and details of how to make your initial payment. Under the National Code 2007 International Students are required to sign a Student Agreement with ALG. This agreement will be sent to students with your Letter of Offer.

6.3 Enrolment Process

Once a student application has been assessed and ALG accepts this application the following procedure needs to take place:

Step	Responsible
<p>▶ Student Enquires</p> <ul style="list-style-type: none"> • School sends info pack with application details 	Admin & IS Advisor
<p>▶ Student Applies</p> <ul style="list-style-type: none"> • Student sends application form, English proficiency (if required), copy of passport and pays application fee • Pending all above documentation received, ALG decides to accept enrolment • ALG sends Letter of Offer via email 	IS Advisor
<p>▶ Student Accepts</p> <ul style="list-style-type: none"> • Student accepts the offer by returning the signed Letter of Offer and the International Student Agreement and pays fees 	IS Advisor
<p>▶ School Confirms</p> <ul style="list-style-type: none"> • ALG sends confirmation of enrolment by: <ol style="list-style-type: none"> i) Issuing a CoE via email ii) Confirming Orientation date iii) Confirming timetable option 	IS Advisor
<p>▶ Student applies for visa</p> <p>When your Visa has been granted, please notify the International Student Course Advisor as soon as you receive your Student Visa. Provide a photocopy of your new Student Visa.</p>	Student
<p>▶ Student informs School of outcome of visa</p>	Student
<p>▶ Student Orientation</p>	IS Advisor
<p>▶ Student Progress and Attendance Monitored</p> <ul style="list-style-type: none"> • Any direct failure or suspected failure in maintaining academic standards or attendance requirements must be reported immediately to IS Advisor. 	Admin & Trainers

7. International Student Engagement throughout Enrolment

7.1 *Your Introduction to ALG*

An orientation session will be planned when you first arrive at the ALG campus. This will be arranged by the International Student Advisor. The orientation will help make you feel immediately comfortable with ALG, the location and everything you need to know to get started with your courses.

The International Student Advisor is responsible to conduct a student orientation with all enrolled International Students before they start their course with us. Typically a date will be set and given to the student in their confirmation of enrolment package.

In addition to the orientation session, the following information must be provided as hardcopy information in the student handbook that can be referred to 24/7 by the student:

- support services available to assist in the transition into life and study in Australia;
- legal services;
- emergency and health services;
- facilities and resources;
- complaints and appeals processes; and
- information on visa conditions relating to course progress and, if applicable, attendance.

7.2 *Communication between the Student and ALG*

ALG requires any formal correspondence from a student to be in writing by either using a standard form (found on website) or otherwise by written letter.

Written correspondence and notices from ALG to the student will be sent either via physical post or by electronic communication. ALG will determine which is the most appropriate method of communication on a case by case basis.

7.3 *Educational Agents*

ALG engages the service of student education agents to help assist and attract overseas students. Visit our website for an up to date list of all our current agencies. For any external support, ALG strives to maintain positive working relationships with Agencies and understand the support they may provide to International Students.

8. Transfer between registered providers

8.1 Enrolling a Student from another School

ALG must not knowingly enrol a student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study except where:

8.1.1 Student Request For Transfer Procedure

- Once ALG has issued a student with an electronic Confirmation of Enrolment (eCoE), DIAC regulations state that the student cannot change their study by moving to another institution before the student has completed six months of the student's principal course.
- After the first six months of study, the student can change their study provider if they wish.
- Transfers before six months require consultation with the ALG's General Manager or IS Advisor and student and granted on a case by case basis.
- Requests before six months can be refused, but the reasons must be consistent with the intent of the standards, the provider's documented transfer policy and given to the student in writing.
- Examples of when a transfer will be granted include when student can provide evidence that:
 - he or she was misled by the provider or an education,
 - they need to move more than 1.5 hours travel distance away from the study campus,
 - for compelling or compassionate reasons,
 - consultation with the Student and faculty it is decided the course of studies is no longer in the best interest of the student and their intended vocational outcome.
- Examples of when a transfer will not automatically be granted include:
 - student has not paid fees in full,
 - no suitable evidence is provided to support a transfer request e.g. medical certificates.
- Any request for transfer must be addressed within 7 days of receiving such request and a meeting established with the student and Director (or Director's representative).

8.2 Process of Release

- ALG must grant a Letter of Release only where the student has provided a letter from another registered provider confirming that a valid enrolment offer has been made.
- A Letter of Release, if granted, must be issued at no cost to the student and must advise the student of the need to contact DIAC to seek advice on whether a new student visa is required.
- Where the ALG does not grant a Letter of Release, the student must be provided with written reasons for refusing the request and must be informed of his or her right to appeal as per ALG's complaints and appeals policy.*

*Refer to 8. Standard 8 – Complaints and Appeals

- ALG will keep a record of all requests from students for a Letter of Release and outcomes in the student's file.

8.3 Variations to Enrolment

- Variations to a student's enrolment load must be recorded on his or her file.
- Where the variation leads to an extension of the expected duration of study, ALG must report the student via Provider Registration and International Students Management System (PRISMS) and issue a new CoE.

9. Payment of Fees

9.1 Fee Due Dates

ALG allows students to pay only one term in advance. Unless stated otherwise in writing, each term's fees are due no later than 5 weeks before the starting date of each term. ALG does not offer flexible payment options.

For clarity,

- the starting date of each term is first day of term as published and not the first day of class that may be later than this date.
- weeks prior to the start of term is the cut off date for fee payments. Fees must be paid on or before this date.

If the student's fees are not paid in full by the cut off date the following will apply:

- ALG automatically assume students no longer want to study with ALG and will consider enrolment suspended until the student has taken action to either:
 - Pay their fees and any late fees associated.
 - Enter an appeal within 20 days of receiving notification of non-payment of fees, where ALG will maintain the student's enrolment during the 20 day appeals process.
- Students have a 20 day period to enter an appeal against a decision made by the provider. ALG maintains a student's enrolment during this time.
- If the student takes no action, ALG will Report the student to DIAC via PRISMS for non-payment of tuition fees. This will cancel a Confirmation of Enrolment and could affect a student's visa.

9.2.1 Penalty Fees

To continue with studies tuition fees must be paid and penalty fees incurred for late payment will also be due. If the student wishes to continue studying the student will need to pay the full term's tuition fees plus a penalty fee of \$50 per week of the payment being late.

The student has 20 days, from the date of being notified that their fees were late, to make the tuition fee payment. Thereafter, ALG considers that the student no longer wishes to study with us and will Report the student to DIAC via PRISMS for non-payment of tuition fees. This will cancel a Confirmation of Enrolment and could affect a student's visa.

9.2 Refunds for International Students

Refund of monies paid to ALG will be granted under the following circumstances in compliance with the Regulations stated in the ESOS (Education Services for Overseas Students) Act set by the Department of Immigration and Citizenship.

Full Refund of 'Course Money' will be given within two weeks (ALG runs on 10 week terms) if:

- The course offered does not begin on the agreed starting time
- ALG ceases to provide the course during its term
- ALG defaults and the student has not withdrawn before the default date
- The student is not granted a student visa to study in Australia

Refund of 'Course Money' less the course materials and enrolment fee will be given within 2 weeks if:

- The student withdrew in writing 3 weeks prior to the commencement of the term and subject to any additional refund policies outlined on the student agreement.

Refund of 'Course Money' less fees paid for the current term of enrolment (or equivalent) will be given within 6 weeks if:

- The course offered by ALG started on the agreed starting date but the student did not start the course on that date
- The student withdrew from the course without giving 3 weeks notice in writing commencement of the term
- The student is requested to leave ALG due to breaches in international student Visa conditions or a serious breach in ALG's rules and behaviour requirements of students studying at ALG.

9.2.2 Other notes on Refunds

- This policy and the agreement between the Student and ALG 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.
- Only course tuition fees are subject to our refund policy. The refund calculation will not include: application or enrolment fees, OSHC, any additional administration expenses paid, the part of expenses for travel, bank charges, accommodation and other domestic services that cannot be offset by providing the services to someone else, any agents' commission paid either directly by the student or through ALG on behalf of the student whether the commission was paid before or after monies were received by ALG.
- If a student has decided to transfer to another course or another education provider, they are not eligible for a refund. Course and other fees are not transferable to another student or institution.
- Refunds ONLY by cheque and in \$AUD. Please note this means the student will be responsible for any exchange rate movements or local bank fees associated with banking an AUD cheque in the event of a refund.
- ALG will use its discretion in the case of exceptional circumstances with regard to refunds. In the majority of cases, the above Refund Policy applies.

9.3 Meaning of course money (extracted from the ESOS Act)

Course money means money a provider receives, directly or indirectly, from:

- an overseas student or intending overseas student; or
- another person who pays the money on behalf of an overseas student or intending overseas student; for a course that the provider is providing, or offering to provide, to the student.

Money received for a course includes:

- tuition fees; and
- any amount received by the provider that the provider is to pay, on behalf of the student, to a registered health benefits organization (within the meaning of the National Health Act 1953); and
- any other amount that the student had to pay the provider, directly or indirectly, in order to undertake the course.

10. Completion Within The Expected Duration Of Study

10.1 Completion Of Course Within Expected Duration

In monitoring the student's course progress and/or making any amendments to the normal course structure or course progress for a particular student, ALG and relevant staff, must always be aware that the student is in a position to finish the course within the expected duration as specified on the student's CoE.

10.1.1 Variation In The Student's Enrolment Load

Where there is a variation in the student's enrolment load which may affect the student's expected duration of study, ALG is to record this variation and the reasons for it on the student file. ALG 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.

10.1.2 Expected Duration Of Study

ALG may only extend the duration of the student's study where it is clear that the student will not complete the course within the expected duration as specified on the student's COE, as the result of:

1. compassionate or compelling circumstances (for example 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);
2. the registered provider implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress; or
3. an approved deferment or suspension of study is granted under Standard 13*.

**Refer to 13. Standard 13 – Deferring, Suspending or Cancelling the Student's Enrolment*

Except in the circumstances specified above, the expected duration of study specified in the student's CoE must never exceed the CRICOS registered course duration.

10.2 Deferral or Suspension of Studies*

10.2.1 Student Request for leave of absence

A student can request deferral of their studies for compelling or compassionate reasons and must be submitted in writing to an International Student Advisor. International students are not permitted to take a leave of absence except in the following exceptional circumstances:

- illness evidence by a registered Medical Doctor's certificate; or
- exceptional compassionate circumstances

Students may submit a request for deferment or suspension of their studies (temporarily put studies on hold) if they can provide an adequate reason for doing so. This form, along with any other evidence, is to be submitted to support grounds of a deferral or suspension request. In accordance with Standard 13.2 of the National Code, the Australian Learning Group can only defer or temporarily suspend the enrolment of an international student on the grounds of compassionate or compelling reasons or student misconduct.

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. In granting this ALG is asked to use their professional judgement and to assess each case on its individual merits. ALG may choose to temporarily suspend a student's enrolment if it deems the student's behaviour to be unacceptable for an educational setting. Please see over the page for an extract from the National Code 2007 Standard 13, which relates to deferment and suspension requests.

Students who feel their deferment or suspension request has not adequately been dealt with may access the Australian Learning Group's internal complaints and appeals procedures within a 20 day working period of the date of the deferral or suspension.

10.2.2 Leave of absence for more than 6 months

Any leave of more than six months, authorised on any grounds, may lead to mandatory cancellation of their visa. ALG is obliged to inform DIAC of all students undertaking a leave of absence. ALG should notify the student that they will therefore need to reapply for another student visa prior to recommencing their studies, note that the final decision about eligibility for a second student visa will be made by Department of Immigration and Citizenship (DIAC) and will be based on reasons for deferring studies. Finally the student has 28 working days to leave Australia. You must seek approval from DIAC to stay in Australia after this time.

10.2.3 Impact on the Student's Visa Status

By deferring or suspending your studies it is very likely you will now need more time to complete your studies i.e. you will need to retake or repeat lessons, an entire module or term.

ALG cannot provide information on how the deferment or suspension may impact upon your visa. Instead we strongly recommend students who wish to change their existing enrolment contact the Department of Immigration and Citizenship (DIAC) for information on how the deferment may impact upon his or her student visa.

** Refer to Standard 13: Deferring, suspending or cancelling a student's enrolment for further information*

11. Monitoring Course Progress

11.1 Introduction to Course Progress Policy

The purpose of this policy is to ensure that students studying at ALG maintain satisfactory course progress throughout the duration of their studies. In line with Standard 10 of the National Code 2007 and Section 19 of the ESOS Act, ALG follows the following course progress policy for all students.

11.1.1 The Provider's Role

- ALG must systematically monitor students' compliance with student visa conditions relating to course progress.
- ALG must report students to the Secretary of DEEWR via PRISMS, under Section 19 of the ESOS Act, who have breached the course progress requirements.
- ALG must be proactive in notifying and counselling students who are at risk of failing to meet their course progress requirements.
- ALG attempts to support students via an Intervention Strategy who are failing to meet course progress requirements

11.2.1 The Student's Role

- Students must attempt to maintain satisfactory academic performance across all criteria.
- Students must attempt all assessments and submit all assessments on time.
- Students must be responsive to ALGs strategies to assist students to meet satisfactory course progress.
- Oblige by ALGs course progress policies and procedures.

11.2 'Delivery Module' progress versus 'Unit of Competency' progress

ALG primarily trains and assesses holistically. This means qualification programs are trained and assessed in 'delivery modules' that align to the units of competencies for each particular nationally recognised qualification.

Given students are completing 'delivery modules' it is first a requirement that ALG record progress against these delivery modules. After recording progress of delivery modules, ALG are then able to record progress of Units of Competency that align to assessment tasks of these delivery modules.

Hence for each student ALG will record and report:

- i) progress of Delivery Modules
- ii) progress of Units of Competency

11.3 Monitoring Course Progress Procedure

To ensure the above requirements are met, the following policies and procedures must be observed by all administration and training & assessment staff:

- ALG will maintain standard reporting and recording procedures to record class attendance (further details outlined below) as class attendance provides one guideline for measuring adequate course progress.
- ALG will maintain an assessment recording strategy whereby assessments are marked and recorded systematically no more than 1-2 weeks after assessment has taken place. Marking and recording of

assessment marks are first noted down by trainers & assessors on class rolls and assessment cover sheets, and are then transferred by administration onto the student database.

- If a student is deemed Not Yet Competent (NYC) in their first attempt at assessment ALG has a strategy in place whereby it is the trainer's responsibility to:
 - i) inform the student directly and immediately on issuing the results of the assessment,
 - ii) inform administration of the 'NYC' result, then,
 - iii) as their trainer, be responsible for organising directly or indirectly the student's second attempt of that same assessment advising administration of the new assessment day.
- Trainers & Assessor utilise the Assessment Cover Sheet as the main record data sheet of assessments and re-assessment to ensure all data is recorded and approved by both the student and the trainer & Assessor
- ALG has a failed assessment intervention (second attempt at assessment) – If the student fails a second time on the same assessment, the level of concern the student is not progressing satisfactorily escalates. Again, it is the student's trainer & assessor who will be required to communicate the issue with the General Manager and the International Student Advisor to discuss appropriate further actions and support strategies.
- Support strategies that can be offered to students may include, but are not limited to:
 - i) extra tutorials or practice sessions prior to attempting the assessment again,
 - ii) private tuition,
 - iii) modifying the training or assessment methods to better suit the learning needs of students where possible.
- Communication of progress criteria – All staff responsible for course training materials must ensure these materials clearly identify the criteria for satisfactorily progressing in that course i.e. assessments and attendance. Trainers are expected to review these criteria at the start of each new module.
- International Student Orientation* – The IS Advisor will discuss ALG's standard assessment procedures with the student during orientation. During the Orientation session the student will be made aware of the consequences of not meeting satisfactory course progress in terms of continuing with their scheduled course and their visa status.

**Refer to 6.Student Support Services
Section 6.2: International Student Orientation*

11.4 Attendance as a Course Progress Requirement

Satisfactory classroom attendance is also required as a Course Progress requirement for all face to face delivery modules at the College, in addition to any other course progress requirements for that module or course.

If a student does not have satisfactory attendance in a delivery module, then they have not completed that module, and hence do not have satisfactory course progress.

Delivery modules are the individual "units or subjects" the students take each term toward the entire course e.g. 'Swedish Massage Module', 'Fitness Practical Module' etc.

Students must attend at least 80% of the scheduled contact hours for each individual delivery module they are undertaking. In some cases, delivery modules may have additional attendance requirements that also need to be adhered to i.e. a compulsory lecture. Additional requirements will be outlined in the delivery module notes at start of term.

Should a delivery module run more than 10 weeks in duration, attendance for that module will be measured over study periods of 10 week terms.

If a student's attendance for a delivery module is less than 80%, ALG may choose to not report a breach if:

- Condition 1- the student's attendance in the module is at least 70% and
- Condition 2 - the student is maintaining satisfactory academic performance in the module

It will be at the discretion of the ALG management and training staff if these conditions are applicable on a case by case basis.

Final assessment of module attendance results is done at the conclusion of the study period, when all classes are completed and which also includes all opportunities to attend make up classes or sessions.

11.5 Procedure for Recording Student Progress

ALG's procedure for recording student progress is an internal policy and procedure that has been created from best practices from the 'DEEWR-DIAC approved course progress policy and procedures'.

The policy and procedure requires that the ALG administration team will record progress of students that includes:

- 'Delivery Module' progress – this will be recorded at the end of the delivery module study period. Results of progress will need to be recorded *no later* than 4 weeks at completion of this 'Delivery Module' study period.
- 'Unit of Competency' progress will be recorded at the end of a student's 6 month study period. Results of progress will need to be recorded *no later* than 4 weeks at completion of 6 month study period.
- On Demand - if requested in writing from a student exiting early from a program, the student progress will be recorded to that point in time, no later than 7 days after request is received, and any associated report e.g. Statement of Attainment generated.

Methods of recording progress will include a combination of:

- Electronic student database
- Paper based student files

Upon request, students can have access to their modular course progress and their units of competency course progress*.

11.5.1 Strategies to assist efficiency of recording Student Progress

The following strategies are put in place by Management to ensure course progress is monitored in accordance with Standard 10 of the National Code.

- Management to ensure trainers and assessors provide results in a timely manner.
- International Student Advisor to create a general 'Action' in Database after receiving NYC results to remind that student needs to resubmit/resit
- International Student students refusing to resit failed exams will need to be advised in writing that they will be reported for unsatisfactory course progress
- International Student who is marked NYC in an assessment automatically will receive a warning letter in regards to "unsatisfactory course progress". Warning letter to outline when/how a student will be able to resit/resubmit

11.6 Intervention Strategy

11.6.1 How To Start An Intervention Strategy For Students

All trainers are responsible for actioning the intervention strategy by informing the International Student Advisor about the situation. The International Student Advisor is responsible for contacting students where an intervention is required. This includes:

- Contacting the student directly or via a letter to establish a suitable meeting and counselling session.
- Discussing the students case with the relevant trainer what the problems are and possible solutions for them i.e. additional practice or tuition.
- Document all actions and outcomes in the student's file.

11.6.2 Early detection of, and intervention in, unsatisfactory academic performance

At the end of a study period ALG will be required to take action and intervene in student's progress as determined by one or more of the following:

- i) The student failing assessments, consecutive assessments and subsequent re-sits and/or failing to meet attendance requirements and subsequent make up classes*.

**Refer to see Section Monitoring Attendance for details on make up classes*

- ii) Is deemed to have irregular attendance that places satisfactory course progress in jeopardy
- iii) the Trainer and International Student Advisor determining support structures will not help the situation and/or the student is not co-operating
- iv) Is deemed to have an identified issue affecting study in the course (language difficulty, unsuitable course, classroom behaviour, other issue)
- v) As assessed by the Trainer, the student will not be able to complete the course in the within the expected duration of study*.

**Refer to Standard 9 – Completion within the expected Duration of Study*

11.6.3 Warning Letter

The International Student Advisor should record NYC students, according to one or more of the above criteria and prepare a First Warning Letter. The student will be issued in writing "*Course Progress – First Warning Letter*". This letter can be given in person, emailed, or posted to the student. The student is encouraged to make an appointment to discuss strategies to meet their course progress requirements. Any correspondence from this meeting is kept on the Students file.

11.7 Support Strategies

Support strategies that can be offered to students to aid course progress may include, but are not limited to:

- Additional practice sessions in student clinic (Massage students only) – no fee
- Matching with peer-to-peer study partner – no fee
- Review tuition in additional classes or streams - fee
- Extra tuition from teacher – fee
- Being placed in a suitable alternative module within a course or a suitable alternative course – fee
- Modifying the training or assessment methods to better suit the learning needs of students where possible.
- Counselling session with the ALG's in-house, qualified counsellor – no fee for first session.
- Or any other action the International Student Advisor feels may help situation.

- International Student Orientation* – The International Student Advisor will discuss the ALG’s standard assessment procedures with the student during orientation. Plus, the student will be made aware of the consequences of not meeting satisfactory course progress in terms of continuing with their scheduled course and their visa status.

**Refer to Standard 6 – Student Support Services:
International Student Orientation*

11.7.1 Intention to Report Letter

Where ALG feels a student is no longer responding, co-operating are able to get their course progress back on track, then the International Student Advisor, after consultation with the General Manager, must notify the student in writing of its intention to report the student for not achieving satisfactory course progress. The written notice must inform the student that he or she is able to access the complaints and appeals process and that the student has 20 working days in which to do so:

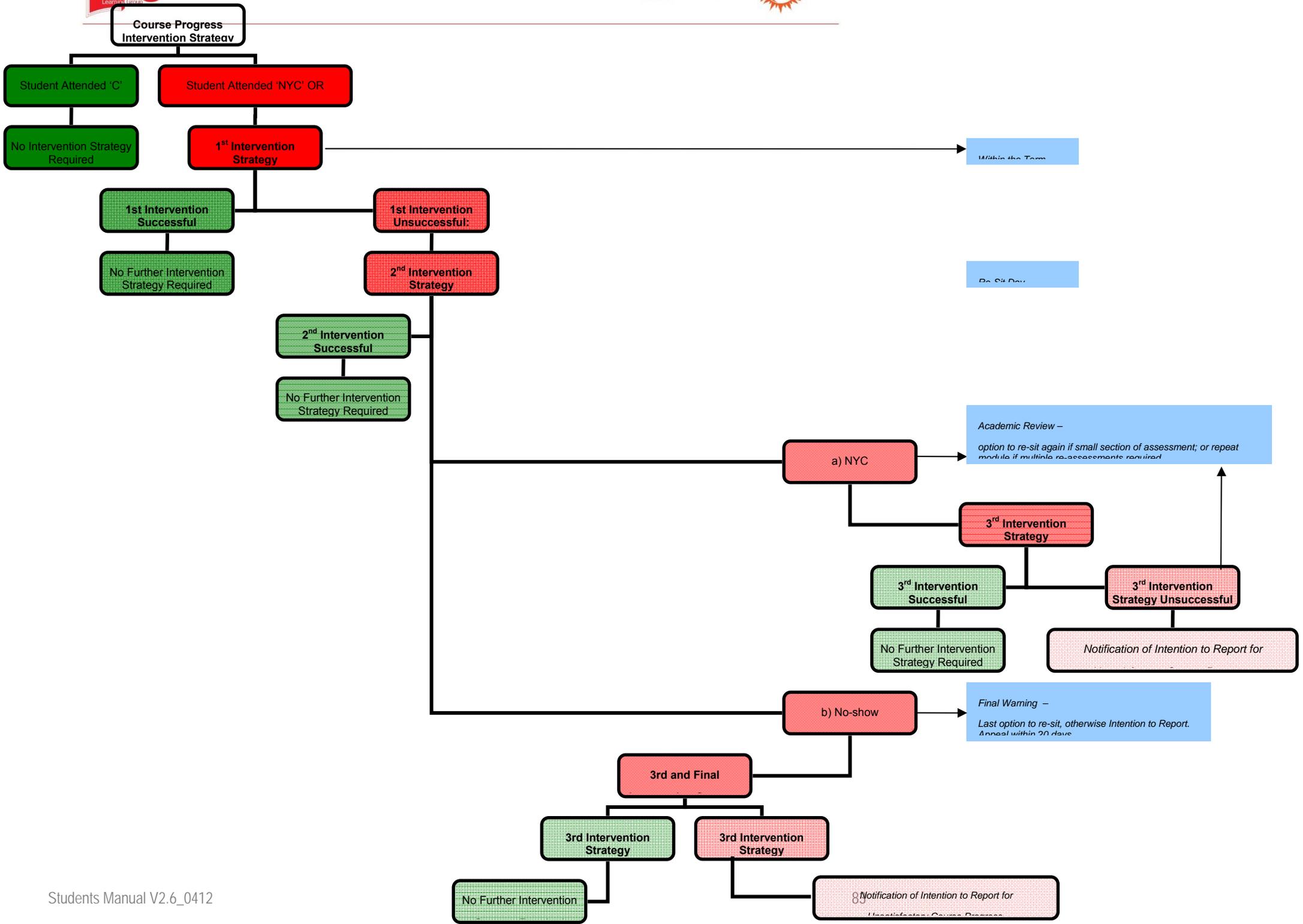
1. Where a student has chosen to access the complaints and appeals processes they will be informed they have 20 days to lodge a response.
2. Where the student has chosen not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting the registered provider, the registered provider must notify the Secretary of DEEWR through PRISMS of the student not achieving satisfactory course progress as soon as practicable.

11.8 When can a qualification be extended?

ALG may only extend the duration of the student’s study where it is clear that the student will not complete the course within the expected duration, as specified on the student’s CoE, as the result of:

- compassionate or compelling circumstances (for example 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);
- the registered provider implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress; or
- an approved deferment or suspension of study has been granted under Standard 13.

*For further information refer to
Standard 10. Completion the Expected Duration of Study*



12. Monitoring Attendance

12.1 Monitoring Attendance Requirements

The purpose of this policy is to ensure that students studying at ALG maintain satisfactory attendance throughout the duration of their studies. In line with Standard 11 of the National Code 2007 and Section 19 of the ESOS Act, ALG utilises the following attendance policy for all students.

12.1.1 The Provider's Role

- ALG must systematically monitor students' compliance with student visa conditions relating to attendance.
- ALG are obliged to report students to the Secretary of DEEWR via PRISMS under Section 19 of the ESOS Act who have breached the attendance requirements.
- ALG must be proactive in notifying and counselling students who are at risk of failing to meet attendance requirements.
- If a student's attendance is less than 80%, ALG may choose to not report a breach if:
 - Condition 1 - the student's attendance is at least 70% and
 - Condition 2 - the student is maintaining satisfactory academic performance, which is determined by ALG

12.1.2 The Student's Role

- Students must attend at least 80% of the scheduled course contact hours for each CRICOS registered course in which they are enrolled.
- Students must not miss more than five consecutive days without prior approval.
- Take notice of all class start times and arrive promptly to all classes.
- Must not arrive late. Late arrival counts towards total attendance.
- Must not leave early. Early departure counts towards total attendance.
- A student who misses more than 15 minutes of a scheduled lesson, either due to being late, leaving early, or taking extended breaks, will be recorded as absent for that lesson.
- Endeavour to do make up classes where offered and appropriate.
- Oblige by ALGs attendance policies and procedures.

12.2 Attendance as Course Progress Requirement

Attendance is also a separate requirement of demonstrating satisfactory course progress.

*For further information refer to
Standard 11. Monitoring Course Progress*

12.3 Monitoring and Assessing Attendance

Attendance will be measured over study periods of 10 week terms of study.

During the Study	<ul style="list-style-type: none"> • Attendance is recorded. • Warnings are sent during the study period if the student is found to be in risk of breaching the
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Period	attendance policy come the end of the study period. See information on 'Warnings on Attendance'.
At the End of Study Period	<ul style="list-style-type: none"> • Attendance is monitored for compliance. • Final assessment of attendance results is done at the conclusion of the study period, when all classes are completed which includes any opportunity to attend make up classes or sessions for the study period.

12.3.1 Class Rolls

- Each module has a class roll. Where a class has both Domestic and International Students, International Students will be “flagged” on this roll as an International Student. This enables any member of training staff or administration staff to easily recognise international students from domestic students.
- It is the Trainer’s responsibility to accurately mark attendance on the class roll each class. The Trainers will then return this to their ‘Trainer’s Folder’ and the International Student Advisor will collect the roll for recording on the electronic database. It is the responsibility of the Trainer to ensure they are recording attendance accurately as attendance may affect a student’s visa status.
- The International Student Advisor enters the data from the attendance roll onto the electronic database. An International Student Advisor, with the assistance of automated tools in the database, calculates any absence recorded against a student. If the student has reached 10% absence, an ‘action’ is automatically created via the database to send the 1st Warning Letter. The same process occurs for 20% absence and more than 20% absence. In this sense, both the Trainer and the International Student Advisor are aware of absences but the responsibility for recording and follow up is always in the hands of the International Student Advisor.
- The International Student Advisor transfers class rolls to the electronic database daily. Warning Letter Actions are completed daily. See below for further information about the IS Advisor Role.

12.3.2 International Student (IS) Advisor Role

- The IS Advisor is responsible for recording, assessing and reporting attendance.
- The IS Advisor is the point of contact for International Students to discuss their attendance records.
- The IS Advisor will inform students via formal written correspondence and, where necessary, informal counselling about the following information with regard to their attendance:
 - outline the breaches made,
 - opportunities to seek make up classes,
 - possible outcomes to their schedules course and visa status if the attendance record does not improve, and
 - an option to schedule a counselling session.

12.4 Make Up Classes

- ALG require students to contact an IS Advisor to schedule make up classes. Make up options can be booked face to face, via email or phone.
- Student’s must ensure that payments for make up classes are settled before a completion of studies.
- Students are reminded of their opportunities to book make up options when the receive their 10%, 20% and more than 20% non-attendance Warning Letters.
- ALG highly recommends that students maintain 100% attendance. If students do miss a class, it is recommended that they catch up this class, for learning benefits and attendance requirements.

- ALG cannot guarantee that make up options will always be available. For some classes, make up options are not available at all, so students must take responsibility for ensuring 100% attendance where possible.

12.5 *Important Attendance Conditions For Massage Students*

12.5.1 **Clinic Attendance – is part of the students 20 hours per week schooling.**

Clinics are part of the required 20 hours attendance per week and must be completed within the designated period of study. All the clinics will not be able to be completed in a student's last 2-3 weeks of their Confirmation of Enrolment with us as this is physically not possible and it is also not demonstrating satisfactory course progress. ALG follows the following procedure to ensure Clinics are maintained as part of a student's attendance and course progress record. Below is the procedure for clinic bookings to monitor attendance:

1. Administration to book all clinics for students for the term ahead, before CoE is prepared. Student is advised of these clinics when receiving their CoE, letting them know that these clinics are part of their 20 hours of tuition per week and that they can not cancel their clinics.
2. IS Advisor to check IS clinic attendance sheet on Mondays, Tuesdays and Fridays. Late cancellation, no-shows and late arrival students will receive a warning letter in regards to their attendance as per the above procedure.
3. IS can only cancel a clinic if ALG is able to re-book them into another clinic in **the same term**.
4. Student's will immediately receive warning letters for non attendance of clinics:
 - a. 1 missed clinic in term 1 of the Certificate IV in Massage will incur a 20% warning letter.
 - b. 1 missed clinic in term 2 of the Certificate IV in Massage will incur a 10% warning letter.
 - c. 1 missed clinic in term 3 of the Certificate IV in Massage will incur a 10% warning letter.
 - d. 1 missed clinic in term 1, 2, 3 or 4 of the Diploma of Massage will incur a 20% warning letter.
5. Students need also understand that the warning letter does not cancel out the need for a make up clinic, as minimum number of clinic hours is required to achieve qualifications.

12.5.2 **Massage Studies – monitor attendance course progress carefully for each module.**

The Massage Program has multiple modules, where attendance is measured per module. Module length varies from 2 sessions to 12 sessions, therefore 100% attendance to some modules is compulsory. For example the Safe Practices course is currently delivered as part of the 25% distance education, with only 2 sessions delivered on campus, plus the exam day. Monitoring attendance and course progress for a distance course means a tighter control from the Administration team in regards to students handing in their assignments on time and strict attendance requirements. The following conditions apply for such modules as Safe Practices:

- If a student cannot attend a tutorial for an exceptional circumstance, they will need to show satisfactory course progress in their two assignments and exam, otherwise the student may have to repeat the entire course.
- Handing in the assignment late will be considered as unsatisfactory course progress. A maximum of 2 weeks lateness is accepted but a AU\$30.00 is required for every lateness in handing in assignments. Any later than 2 weeks and the student will receive a course progress warning letter.

The Safe Practices trainer is required to maintain consistent communication with administration staff and be responsible for informing administration when assignments are not submitted on time.

12.6 *Warnings on Attendance*

Warnings will be sent systematically throughout the study period at a 10%, 20% and more than 20% absence. Warnings are issued as soon as practicable (usually on the day of the absence or one day later).

These warnings are sent to the student in writing. They will advise the student that if continued absenteeism occurs and/or the student does not seek to undertake make up classes or sessions during the same study period, then the student will risk not having satisfactory attendance for this study period.

The warnings will also offer the student an opportunity to seek counselling, advice on or intervention strategies should these be required to support the student's attendance.

	Type of Communication	What does the communication include?	Method of Contact
1	1 st Warning Letter: 10% Absence	Informs student of breaches made, opportunities to book make up classes, possible outcomes if their attendance record does not improve and an option to discuss the matter with an IS Advisor	Email Post
2	2 nd Warning Letter: 20% Absence	Informs student of breaches made, opportunities to book make up classes, possible outcomes if their attendance record does not improve and an option to discuss the matter with an IS Advisor	Email Post SMS (where possible)
3	3 rd Warning Letter: More than 20% Absence	Informs student of breaches made, opportunities to book make up classes, possible outcomes if their attendance record does not improve and an option to discuss the matter with an IS Advisor.	Email Post SMS (where possible)

12.7 Official Breach of Attendance: Intention to Report

At the end of a study period when complete attendance can be assessed, ALG will send a written notice of 'Intention to Report' to students who have not met the Attendance Policy for that study period.

The written notice must inform the student that he or she is able to access the internal complaints and appeals process and that the student has 20 working days in which to do so:

1. The student must maintain their enrolment throughout all complaints and appeals processes.
2. Where a student has chosen to access the internal complaints and appeals process and their appeal is granted, the student must maintain and is permitted to continue their enrolment as per usual.
3. Where the student has chosen not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting the registered provider, the registered provider must notify the Secretary of DEEWR through PRISMS of the student not achieving satisfactory attendance as soon as practicable. The provider then prints the Section 20 Notice which PRISMS generates, and gives this to the student. A copy is also stored on the student's file.
4. Where the student has entered an internal appeal, but the appeal is rejected, the student may enter an external appeal. The student must inform ALG they have entered an external appeal, as ALG cannot report a student via PRISMS until the outcome of the external appeal has been resolved. The student must maintain course attendance during the external appeals process.

	Type of Communication	What does the communication include?	Method of Contact
<i>Student Enters an Internal Appeal</i>			
4	Accept Appeal	Acceptance of appeal, warning about attendance breaches in the future, to seek advice from an IS Advisor if required.	Email

<i>OR</i>			
5	Reject Appeal	Reasons for rejection of appeal, access to third party mediation, advice to maintain enrolment throughout appeals period	Email, post
<i>If a Student enters the External Appeal Process, enrolment is maintained.</i>			
<i>If not, the student receives the following correspondence:</i>			
6	Enrolment Cancelled	Inform student they no longer have a place at the College, their CoE has been cancelled, S20 Notification generated via PRISMS for non-compliance with visa conditions letter attached and sent, DIAC contact details provided	Email, post Agent notified via email

12.8 Student Request for Leave of Absence

A student can request in writing to the International Student Advisor a postponement to their studies. International students are not permitted to take a leave of absence except in the following exceptional circumstances:

- illness evidence by a registered Medical Doctor's certificate; or
- exceptional compassionate circumstances

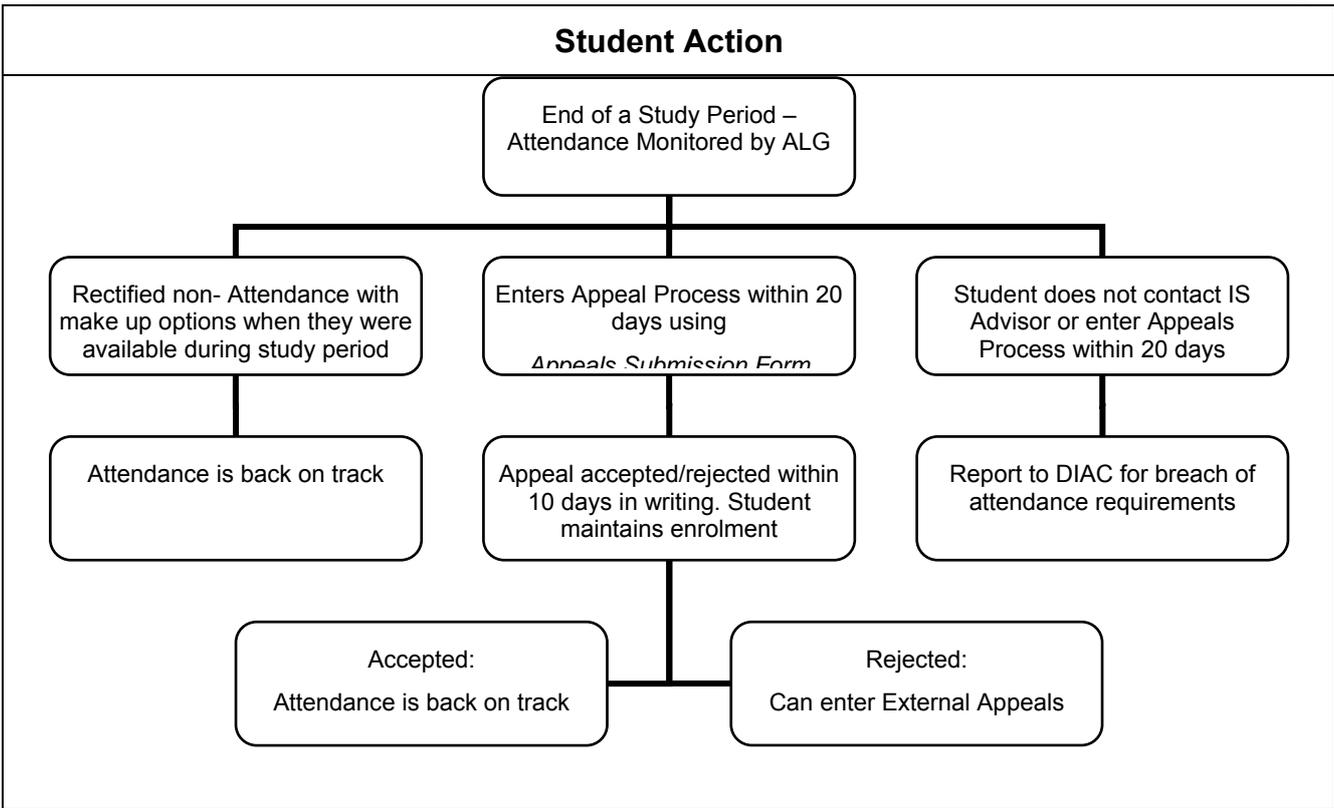
Students who have been absent for more than five consecutive days without approval will be reported to the Secretary of DEEWR via PRISMS for non-commencement of studies.

Any leave of more than six months, authorised on any grounds, may lead to mandatory cancellation of their visa. ALG is obliged to inform DIAC of all students undertaking a leave of absence. ALG should notify the student that they will therefore need to reapply for another student visa prior to recommencing their studies. Note that the final decision about eligibility for a second student visa will be made by the Department of Immigration and Citizenship (DIAC) and will be based on reasons for deferring studies. The student's visa may be affected by any change to a CoE so student's must contact DIAC to confirm their visa status.

*For further information refer to
Standard 10. Completion the Expected Duration of Study*

International Student Attendance Procedure	
Orientation – No-show	
	<ul style="list-style-type: none"> IS Advisor sends Attendance Warning Letter via email and mail Student must contact administration to catch up on missed information
During Period of Study	
<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: auto;"> <p style="text-align: center;">90% Attendance</p> </div>	<ul style="list-style-type: none"> 1st Warning Letter sent via email and mail Suggestion of ways to make up class if possible
<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: auto;"> <p style="text-align: center;">80% Attendance</p> </div>	<ul style="list-style-type: none"> 2nd Warning Letter sent via email and mail (and SMS where possible) Suggestion of ways to make up class if possible
<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: auto;"> <p style="text-align: center;">Less than 80% Attendance</p> </div>	<ul style="list-style-type: none"> 3rd and Final Warning Letter sent via email and mail (and SMS where possible) Suggestion of ways to make up class if possible
End of Study Period	
 <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: auto;"> <p style="text-align: center;">Intention to Report</p> </div>	<ul style="list-style-type: none"> Attendance Monitoring for Compliance. If student in breach of policy, Intention to Report to DIAC letter sent: <ul style="list-style-type: none"> 20 Days to access Internal Appeals Process Agent contacted

Student Action



12.9 Frequently Asked Questions About Attendance

12.8.1 Lateness and Early Departures

My class starts at 8:45am. I arrived at my class at 9:01am. Am I late?

Yes! You are 16 minutes late and missed valuable class time. You are also disrupting your class by walking in this late. This lateness will count towards your overall attendance and you will receive a warning letter if you have missed 10%, 20% or more than 20% due to lateness and absences combined.

I arrived at my class at 8:46am. Am I late?

Yes! You are one minute late and your class has started. You are also disrupting your class by walking in this late. This lateness will NOT count towards your overall attendance BUT you must be ON TIME!

Do I need to do a make up class for arriving 16 minutes late?

If your attendance is above 80% you do not need to do a catch up class but we do recommend it.

If I miss the first hour or less of my class, can I attend a make up class for only the hour that I missed?

Australian Learning Group does not recognise partial attendance. You will have to attend an entire module if you miss any part of the class.

I need to start work at 5:00pm. Can I leave my class early?

No! You must stay until your teacher dismisses you. Early departure will count towards your total attendance.

Since we are supporting your student visa, study is your priority! Upon signing the Australian Learning Group's 'Student Agreement', you agreed to arrange work around your school hours.

What are the consequences for consistently being late/departing early/being absent?

Australian Learning Group must report you under Section 19 of the ESOS Act if you have breached the attendance requirements. This means you may be jeopardising your student visa if you do not attend your classes!

We understand that emergencies can occur and sometimes you may miss classes and this is out of your control. If you are struggling to attend your classes, you must make an appointment with an International Student Advisor so that we can help you.

12.8.2 Class Changes

I don't like my class. I am not with my friends or the same teacher as last term. Can I change classes?

No. A class change can only occur in limited compelling or compassionate circumstances or if there is a grievance issue. A class change request must be put in writing and assessed by the General Manager.

Australian Learning Group encourages diversity and does not discriminate. All students are encouraged to learn with different people, different teachers and different facilities.

12.8.3 Student Support

I want to speak to someone about my studies or difficulties I am experiencing in my personal life. Who do I talk to?

Your first point of contact is an International Student Advisor. Outside of administration times, you must make an appointment to speak with an Advisor. We will not see you during your class time, including during your tea breaks. We are available without appointment before class, at lunchtime and after class. Outside of these times, you need to have an appointment.

An International Student Advisor will help you, or will consult further help for you if required.

12.8.4 Medical Certificates

Can a medical certificate excuse me from missing class?

No. An absence supported by a medical certificate is still counted towards the student's total absences when calculating attendance. This means a medical certificate does not provide you an exemption for missing class or a class credit.

This means if a student is sick and absent for a period of more than 20% of the course, a medical certificate does not necessarily mean the student can continue with the original program of studies.

What happens if I am sick and miss more than 80% of classes?

A medical certificate does **not** provide you an exemption for missing class or a class credit.

If a student is absent more than 80% of class attendance ALG's first solution is to book the student in to any make up options. If ALG cannot support the student making up this missed course work then ALG will have to report this non-attendance to DIAC.

ALG will note on this non-attendance report to DIAC that to continue with the course of studies the student may have to repeat course modules and this will require an extension to the original visa. DIAC will then determine if this visa extension is possible (not ALG).

Keep your medical certificates for DIAC: ALG strongly recommends you keep your medical certificates to support any requests for visa extensions with DIAC.

13. Recognition of Prior Learning / Course Credit (RPL)

*This Section is replicated in the P&P Manual
Part A: Section 10.5 Element 1.5 and Part B: 12. RPL / Course Credit*

13.1 RPL Policy

Recognition of Prior Learning/ Course Credit (RPL) for International Students will be conducted in the same way to all students. RPL may result in a shorter course for an International Student. If this occurs before visa granted, ALG is to indicate the actual course duration in the confirmation of enrolment issued for that student for that course. If the RPL is granted after visa grant, the change in course duration is reported via Provider Registration and International Student Management System (PRISMS) under section 19 of the Education Services for Overseas Students (ESOS) Act. The person to report the change of course duration via PRISMS will be the IS Advisor. If extensive exemptions do not allow students to achieve the required full-time workload per week, you will have to substitute them with other modules to make sure your full-time study program is not compromised.

13.1.1 RPL Procedure

Recognition for International Students will be conducted in the same way to all students and as per the policies and procedures outlined in the Student Handbook. However, the RPL may result in a shorter course for an International Student. If this occurs before visa granted ALG is to indicate the actual course duration in the Confirmation of Enrolment issued for that student for that course.

If the course credit is granted after visa grant, the change in course duration is reported via Provider Registration and International Student Management System (PRISMS) under section 19 of the Education Services for Overseas Students (ESOS) Act. If extensive exemptions do not allow students to achieve the required full-time workload per week, you will have to substitute them with other modules to make sure your full-time study program is not compromised. The person to report the change of course duration via PRISMS will be the IS Advisor.

ALG ensures that RPL is offered to all applicants at the time of enrolment. The RPL procedure is contained in enrolment information and on the website. The RPL process is structured to recognise time and costs to applicants and provides adequate information and support to enable applicants to gather reliable evidence to support their claim for recognition of competencies currently held regardless of how, when or where the learning occurred.

In order to recognise prior learning ALG will:

- Compare the informal or non-formal learning the individual has achieved against the learning outcomes or performance criteria of the course or qualification for which the student is using as a basis for seeking entry or the award of credit, and
- Ask the student to present appropriate evidence to support the claim of prior learning.
- The processes used to assess RPL applications may take several (not mutually exclusive) forms. The requirements will be set by the trainer in consultation with ALG and will be dependent on the evidence produced by the student and the requirements of the course. The following forms may be acceptable:
- participation in exactly the same or modified versions of the assessment the student would be required to complete as part of the full course
- assessment based on a portfolio of evidence
- direct observation of demonstration of skill or competence
- certification
- references from past employers

- testimonials of learning, skill or competence
- combinations of any of the above.

In determining whether a candidate has presented sufficient evidence, ALG will ensure that the evidence of prior learning is:

- authentic (the candidate's own work)
- valid (directly related to the current version of the relevant endorsed units of competency)
- reliable (shows that the candidate consistently meets the unit(s) of competency)
- current (reflects the candidate's current capacity to perform the aspect of the work covered by the units)
- sufficient (covers the full range of criteria in the relevant units of competency)

13.1.2 RPL Process for Students

Students are provided with information on the RPL process in the course conditions and on the website. Students who wish to apply for RPL are provided with administration.

Students apply for RPL using ALGs RPL form, providing evidence to support their claim. The application must be supported by an administration fee per school module (each module includes a set of competencies). The administration fee is currently set at \$85 per module. Due to the course structure, students must request RPL for an entire module and may not request RPL for individual competencies within that module.

The assessor will then assess the application based on the evidence submitted. The assessor may request further evidence such as a demonstration or the sitting of the relevant examination if the evidence submitted in the application is not deemed adequate in terms of authenticity, validity, reliability, currency or sufficiency.

The student will be advised in writing of the outcome of the RPL application. If unsuccessful, the student has the right to appeal using the appeals process. If successful, the competencies that have been recognised will be recorded 'by advanced standing' on the academic transcript.

13.1.3 Process for Assessors

- Review the application form
- Once you have made an assessment, complete the form and return it to the administration staff. (Refer to the RPL Assessment Form in the Appendices)
- If a positive assessment can not be made you may request further evidence or an examination.

13.1.4 Process for Administration Staff

- Provide students with an RPL application form (please refer to Application form in the Appendices)
- Once student has submitted the application. Copies of transcripts or certificates must be authorized by a JP. If the student brings in originals, take a copy and write on the copy that you have sighted the original. An \$85 fee must accompany the application.
- Pass the application to the relevant teacher.
- The teacher will make an assessment of the application and hand an assessment form back to you. The teacher will record what further action must be taken. Should the RPL be successful, the competencies that have been assessed must be recorded 'by advanced standing' in the student record. The student must be notified in writing of the result. (Refer to the RPL Assessment Form in the Appendices)

13.1.5 National Recognition

Under the Australian Quality Training Framework Standards for Registered Training Organisations, ALG will honour its obligation to recognize and accept Statements of Attainment and qualifications issued by any other RTO.

Competencies that have been awarded by other RTO's will be recorded on ALG's Statements of Attainment 'By Advanced Standing'. This will attract a \$30 administration fee per competency.

The Australian Learning Group ensures that only learners who hold the requisite skills and knowledge are certified as competent. We also ensure that our assessment processes are always reviewed and improved.

- We meet the requirements of assessment by including all necessary components in our Training Package
- We provide our assessors with accurate assessment guides that are specific to the courses undertaken to determine the competency levels of our students
- We only approve RPL once we have sufficient, valid, authentic and current evidence.
- We only approve RPL when it meets the requirements and is recognised by the Australian workforce and industries
- We have strategies in place that explain which assessment tools are to be used and specific legislation and/or operating procedures to be aware of
- We make consistent judgments
- Assessment is valid
- We meet industry benchmarks
- Our Training Packages meet requirements of accreditation
- We provide all our teachers with marking criteria's so that assessment is marked consistently
- We are strict with RPL applications and accord with SNR by ensuring all documentation necessary is supplied and recorded in their physical student file
- We clearly communicate assessment guidelines and outcomes to assessors and candidates to ensure consistency and that workplace and regulatory requirements are met
- Marking guidelines for students with special needs are considered, e.g. visually impaired, those with LLN needs – reader/writers are also provided.
- We provide avenues to lower the risks of unfair training and assessment, e.g. a partnership with English Schools to ensure English standards are maintained, a broad range of assessors across the program to maintain assessment standards
- Our students are highly employable upon completion because we meet industry benchmarks
- Include 'methods of assessment' in our continuous improvement process
- Have a common understanding about plagiarism and follow legislation about plagiarism
- Follow legislation about RPL and train staff in dealing with applications for RPL.

14. Deferring, Suspending or Cancelling the Student's Enrolment

14.1 Purpose of Policy

The purpose of this standard is to ensure that the Australian Learning Group enables students to defer or temporarily suspend their studies, including granting a leave of absence during the course, through formal agreement in certain limited circumstances.

Definitions

- *Start Point* International students begin study under student visa
- *Finish Point* International students completed their study

References

- Migration Act 1958
- Education Services for Overseas Students (ESOS) Act 2000
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007
- Australian Learning Group Student Handbook

14.1.1 Policy

Students may submit a request for deferment or suspension of their studies if they have good reason for doing so. International Application for Deferral form must be completed along with a written letter of request addressed to the General Manager and provide evidence to support grounds of deferral request. Australian Learning Group can only defer, temporarily suspend or cancel the enrolment of an international student on the grounds of:

- Compassionate or extenuating circumstances (see 13.2)
- Student misconduct (see 13.3)
- Unavailability of the program
- Visa Delay
- Non-payment of tuition fees

The length of a deferral can vary depending on a student's circumstance and depending on the decision of ALG. In general, deferrals cannot be granted for a period of more than six months (two terms).

14.2 Compassionate Or Extenuating Circumstances

Compassionate or extenuating circumstances are generally beyond the control of the student and have an impact on the student's academic progress or wellbeing. These include but are not limited to:

- Severe illness or injury occurring after enrolment. This must be supported by a medical certificate stating when the injury occurred or illness commenced.
- Bereavement of close family members such as parents or grandparents (where possible death certificates should be provided).
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- Traumatic experience which could include; involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports).

Supporting documents must be provided upon application e.g. Medical certificates; police reports etc and kept on the student's file. Requests for deferral of student's studies must be also be approved by appropriate faculty staff to ensure re-commencement of studies is feasible.

14.3 Student Misconduct

ALG commits to providing a safe, caring and orderly environment to ensure that students have the opportunity to learn. An instance of misconduct (inappropriate behaviour) is a disciplinary offence. Misconduct includes both academic misconduct and behavioural misconduct:

14.3.1 Academic Misconduct

Academic misconduct includes but is not limited to:

- *cheating* – including supporting others in cheating,
- *plagiarism, collusion* – including working in groups where not approved by the teacher, electronic plagiarism (refer to Plagiarism Policy in the Student Handbook for further information), and
- *falsifying* information.

14.3.2 Behavioural Misconduct

Behavioural misconduct is broadly defined as actions that breach ALG's student rules or policies. This includes but is not limited to:

- Breaches of Commonwealth or State law which underlie ALG's operations.
- Behaviour that impairs the reasonable freedom of other persons to pursue their studies and participate in the activities of ALG.
- Refusing or failing to identify themselves truthfully.
- Any act or failure to act that endangers the safety or health of any other person.
- Actions that impair any person's participation in a legitimate Institute activity or, by act or omission, disrupts the peace or good order of ALG.
- Acting in a way that causes students or staff or other persons within the ALG campus to fear for their personal safety.
- Acting in a way that causes damage to ALG's property.
- Willfully obstructing or disrupting any official ALG meeting, ceremony, activity, class or examination / assessment.
- Any form of harassment, whether based on gender, race, age, ability, sexual preference or religious belief.
- Willfully damaging or wrongfully dealing with any ALG property, or the property within the ALG campus of any person, including theft.
- Being under the influence of prohibited drugs and/or substances including alcohol.
- Possession of dangerous articles or banned substances.
- Trespassing or knowingly entering any place within the premises of ALG that is out of bounds to students.
- Making a false representation as to a matter affecting student status.
- Engaging in abusive behaviour.
- Inappropriate use of electronic devices (mobile phones, ipods, cameras, etc.), including using devices during class time (refer to Mobile Phone Usage Policy in the Student Handbook for further information).

* Refer to Student Code of Conduct for further information

14.4 How a Deferral affects a student's study progress

ALG conducts its training in cycles. This means that student's will, in general, need to study consecutive terms of study in order to complete all cycles within a qualification.

For example:

Term 1 – Cycle A

Term 2 – Cycle B

Term 3 – Cycle C

Term 4 – Cycle D

If a student studies with no interruptions, they successfully complete all cycles. A student can also complete cycles in any order – they may enroll in Term 2 – Cycle B, which means they finish with Term 1 of the following year, at Cycle A.

If a student defers, this cycle may be affected. For example:

Term 1 – Cycle A – completed

Term 2 – Cycle B – deferral

Term 3 – Cycle C – completed

Term 4 – Cycle D – completed

This means the student has not completed Cycle B. This does not affect their learning, however this may affect a student's course duration. The next time Cycle B is offered is Term 2 of the following year. The student will need to extend their course in order to complete Cycle B when it is next offered.

There may be other options available in order to assist students in completing their course, so please discuss deferral options with Student Advisors before making any decisions.

14.5 Fees associated with Deferral

In all cases of deferral, suspension and cancellation of enrolment, a student's tuition fees are non-refundable, as per our Refund Policy. In exceptional circumstances, a student may unexpectedly need to defer their studies. If this is the case, the student's tuition fees may be transferable to the following term, with the following conditions:

- All enrolments must be accompanied by a deposit. The balance of course fees are due 5 weeks prior to the commencement of each term.
- Students wishing to withdraw from a course must advise ALG in writing 21 days prior to the commencement of term. ALG does not refund fees under any circumstance after this 21 day period. Course fees are non-transferable to other students.
- Any change to original enrolment is subject to an administration fee. Transfers to another term must be requested in writing at least 7 days prior to the commencement of term.
- Students who have paid in full and who wish to transfer their enrolment less than 7 days prior to the commencement of term or, who are unable to continue with a course once it has commenced, may decide to defer. ALG allows deferring students to carry forward 50% of fees paid as credit towards the new term. Deferments are valid for two terms only and must be requested in writing during the original term of enrolment. Conditions apply.
- ALG reserves the right to increase fees from time to time. Fee increases will not apply to students who already hold a confirmed position in a course prior to the fee increase.

Evidence is required to substantiate a deferral. Particularly for International Students, the extension of a Confirmation of Enrolment must only be granted in certain specific situations, as detailed in the policy above. Evidence may include, but is not limited to, an original Doctor's Certificate, a Family member's original doctor's Certificate, Statutory Declaration where appropriate, certified letters from Third Parties, where appropriate. Evidence must be provided in the English language.

14.6 Notification and Appeals

Students will be advised within their official notice of intention or outcome of request that alterations of their enrolment may affect his or her student visa and that they have 20 working days to access ALG's appeals process should they wish to appeal. If the student chooses to access the provider's appeals process, ALG will maintain the student's enrolment until the internal appeals process is completed.

14.7 Recording and Reporting

14.7.1 Record Keeping*

- The process of deferring, suspending or cancelling enrolment will be recorded and documented in the student's file. This includes all documentary evidence and correspondence.
- Where the student's enrolment is approved for deferral, suspension or cancellation, ALG will notify DIAC through PRISMS of the change of enrolment status.
- The period of deferral of enrolment will not be included in attendance monitoring calculations.

** Refer to Section A: ALG Policies and Procedures
Element 2.6 Record Keeping Policy and Procedure*

14.7.2 If the Student Actions a Deferment, Suspension or Cancellation

In the case where the student actions a deferment, suspension or cancellation of enrolment the IS Advisor is responsible for:

- informing the student that deferring, suspending or cancelling his or her enrolment may affect his or her student visa,
- notifying the Secretary of the Department of education, Employment and Workplace Relations (DEEWR) via PRISMS as required under section 19 of the ESOS Act where the student's enrolment is deferred, temporarily suspended or cancelled.
- As each student's situation will be different, and following good practice guidelines, the student will be referred to the DIAC website or helpline (131 881) for information, and the local DIAC office for advice, on how the potential change to enrolment status may impact upon his or her visa.

14.7.3 If ALG Actions a Deferment, Suspension or Cancellation

In the case where ALG actions a deferment, suspension or cancellation of enrolment the IS Advisor is responsible for:

- notifying the student of its intention and allow the student 20 working days to access ALG's internal complaints and appeals process, unless extenuating circumstances relating to the welfare of the student apply
- If the student appeals the decision to defer, suspend or cancel his or her studies, the IS Advisor must not notify DEEWR of a change to the enrolment status until the internal complaints and appeals process is completed
- Informing DEEWR via PRISMS when a student's enrolment is deferred, suspended or cancelled.

14.7.4 Three possible outcomes of a Deferment, Suspension or Cancellation

1. ALG notifies DEEWR through PRISMS that it is deferring or suspending a student's enrolment for a period without affecting the end date of the CoE. In this case there is no change to the CoE or the student's enrolment status on PRISMS – i.e. the student's CoE status will still be listed as 'studying'. However, the notice of deferment or suspension will be recorded in PRISMS and sent on to the Department of Immigration and Citizenship (DIAC). This information will be kept for future reference.
2. ALG notifies DEEWR through PRISMS that it is deferring or suspending a student's enrolment for a period which will affect the end date of the CoE. In such situations, PRISMS will cancel the original CoE, and immediately offer the provider the opportunity to create a new CoE with a more appropriate end date. If the provider does not know when the student will return, it can choose not to create a new CoE at that point, but to wait until the student has notified ALG of the intended date of return before creating the new CoE.
3. ALG notifies DEEWR through PRISMS that it wishes to permanently cancel (terminate) the student's enrolment. Once this process is complete, the student's CoE status will be listed as 'cancelled'.

14.8 Intervention Strategy

When a student is identified at risk of not satisfactorily progressing with the course an intervention must be made by the IS Advisor. Here are some examples of when a student is deemed at risk of not meeting satisfactory course progress:

- When the student's attendance rate breaches policy
- When a student fails any assessment in any course by a large margin and the standard re-sit assessment is unlikely to change outcome
- When a teacher informally reports a student as "struggling" and "unlikely to be competent in required course time"
- Management to enforce with teachers (ACSF/NSOM) that IS Advisor needs to receive results from assignments/assessments within 1 week of marking.
- IS team to create a general action in DB after receiving NYC results to remind that student needs to resubmit/resit
- IS students refusing to resit failed exams will need to be advised that they will be reported for unsatisfactory course progress
- IS being marked NYC in either an assessment or an assignment automatically will receive a warning letter in regards to "unsatisfactory course progress". Warning letter to outline when/how a student will be able to resit/resubmit
- IS NYC marked assessments/assignments to be kept in student file with the warning letter for easy referencing

All trainers and administration staff are co-responsible for actioning the intervention strategy and informing the IS Advisor about the situation. Situations when this is likely to be identified include:

- Classroom observation by trainer
- Attendance records by trainer and/or admin
- Assessment results marking and recording by trainer and/or admin

14.8.1 How To Start An Intervention Strategy For Students

The IS Advisor is responsible for contacting students where an intervention is required. This includes:

- Contacting the student directly or via a letter to establish a suitable meeting and counselling session.
- Discussing the students case with the relevant trainer what the problems are and possible solutions for them i.e. additional practice or tuition.
- Document all actions and outcomes in the student's file.

Additional support that can be offered to the student may and can include:

- Additional practice sessions in student clinic (Massage students only) – no fee
- Matching with peer-to-peer study partner – no fee
- Review tuition in additional classes or streams - fee
- Extra tuition from teacher – fee
- Being placed in a suitable alternative module within a course or a suitable alternative course – fee
- Counselling session with ALGs in house, qualified counsellor – no fee for first session.
- Or any other action the IS Advisor feels may help situation.

15. Complaints, Appeals and Grievances

This Section is replicated in the P&P Manual 'Complaints and Appeals'

ALG acknowledges that students from time to time may need assistance with their study program or have other concerns. The initial step in *any* grievance is to discuss the issue with the person involved. If this has been done and the matter is still not resolved or if it is inappropriate to discuss the issues with the person involved then ALG follows the below Complaints/Grievance Procedure.

Grievances are viewed and actioned by an International Student Advisor and are shared with the General Manager on a need basis. It is the policy of ALG to deal with student complaints, grievances and appeals in a constructive and timely manner to achieve positive outcomes for the Student and ALG.

ALG maintains full records of all complaints and appeals and their outcomes, including a record on the students file. ALG ensures that privacy and confidentiality will be respected throughout the complaint handling process for all parties concerned.

All correspondence with students must be in writing and will be requested to be in writing for record keeping purposes and to ensure students are provided with clear instructions and assistance.

15.1 Complaints/Grievance Procedure

The affected student/client should first attempt to resolve any complaint or grievance informally with relevant staff. If the grievance cannot be solved informally or is considered serious in nature, the following steps must be taken:

1. The complaint/grievance must be submitted in writing to the General Manager or International Student Advisor and must not be anonymous. There is a formal Complaints/Grievance Form available for students on the website.
2. The General Manager or International Student Advisor will acknowledge receipt of the letter and contact the student/customer within 7 days of receiving the written complaint/grievance.
3. If staff are involved, relevant staff will be informed and given the opportunity to address the complaint/grievance through discussion and negotiation. A written statement may be submitted if required.
4. Appropriate outcomes will be determined by the General Manager in consultation with relevant staff and the student. These outcomes will then be implemented.
5. If necessary, consultation with independent external agencies regarding issues raised will occur and necessary actions to resolving the issues will be taken.*
6. in the event of serious breaches to policy, practice or professional conduct, either party, being ALG or the affected student/client, may wish to seek legal advice at either party's own expense.

**Refer to Third Party Mediation.*

All information gathered during the complaints/grievance processes will be used to review the complaints / grievance policy and procedure where necessary.

All outcomes will be documented and stored according to the ALG's Record Management Policy* and inline with the standards for effective administrative and records management.

**Refer to Records Management.*

15.2 Appeals Procedure

15.2.1 Appeal Against A Course Result

Students may appeal against a course result within 30 days of the issue of results. Results will be reviewed by the relevant teacher and the General Manager or IS Advisor, and written notification of the outcome will be provided within 14 days of the appeal. Students must remain enrolled at ALG until the appeal is resolved.

15.2.2 Appeal Against A Decision To Report To DIAC

Students may appeal a decision to report the student to DIAC via PRISMS for:

- Non-attendance
- Non-payment of tuition fees
- Not meeting course progress requirements
- Student misbehaviour

If a student disagrees with a decision made by ALG to report a student, the student has 20 working days to access the appeals procedure and state their case. The case will be reviewed by the General Manager or IS Advisor and students must remain enrolled at ALG until the appeal is resolved.

15.2.3 Resolution Of Appeal

If the student feels that the appeal is not adequately resolved, they will be provided with an opportunity to formally present their case to a panel of suitable ALG staff or a third party mediator* (external appeal). **The external appeals process needs to be initiated by the student within 10 working days of receiving the outcome of the internal appeals process.**

The external appeals may consist of internal or external parties as agreed by the student and ALG. If the student wishes to address the panel, the request must be submitted in writing to the General Manager or IS Advisor. Once the panel has come to a decision, written notice of the outcome including reasons for the decision will be provided to the student within 14 days of the panel hearing the case.

**Refer to Third Party Mediation.*

All information gathered during the appeals process will be used to review the appeals policy and procedure where necessary.

All outcomes will be documented and stored according to the ALG's Records Management Policy* and inline with the standards for effective administrative and records management.

**Refer to Records Management.*

15.3 Third Party Mediation

15.3.1 Overview

Whereby a situation requires external counselling or mediation or judgement, then the student and ALG must both agree in writing on who this third party mediator will be, which will ensure fairness and independence. This third party will make the final judgement that will be binding to both ALG and student.

15.3.2 Overseas Students Ombudsman

If you wish to lodge an external appeal or complain about a 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.oso.gov.au or phone 1300 362 072 for more information.

15.3.3 Other Services

Whilst the Overseas Student Ombudsmen is first preference there may be situation where more suitable mediators are required. Some examples of other suitable counsellors or mediators ALG can provide to students include:

- Department Fair Trade – for issues involving monies, service or product agreements.
- Industry Associations e.g ATMS – for judgement on course content and learning outcomes.

In the case where there may be direct costs associated to the third party mediator e.g. an external counsellor may charge an hourly fee rate to mediate, then the costs of this mediation process will be shared equally by both ALG and the student. Any expected costs of third party mediation and the agreement to share these costs will also be outlined and agreed upon in writing.

15.3.4 Mediation For West Australian Based Students

Perth based students should also note there is additional mediation and conciliation services provided through the Western Australian Department of Education Services. This service is called the International Student Conciliator. Either party may consult the independent Conciliator at any stage during a dispute as part of a provider's internal complaints and appeals process. The Conciliator will not become actively involved in the matter until the parties have made an initial attempt to resolve the dispute between themselves.

NOTE:

This service cannot be nominated. The external body or person referred to in Third Party mediation is the International Student Conciliator mentioned above.

The Conciliator will deal with issues relating to:

- institutions' services and facilities;
- content and standard of Education Services;
- amount of refunds paid to students;
- quality of instruction;
- academic progress of students;
- the conduct of international students;
- welfare services;
- information concerning part-time employment opportunities;
- accommodation provided by or advertised by an institution;
- suspension and expulsion of overseas students; and
- any other matters deemed appropriate by the Conciliator.

The processes and practices used by the Conciliator include:

- hearing grievances from international students and from institutions with international students;
- mediating and conciliating the resolution of grievances;
- chairing informal groups representing particular sectors of the industry where grievances are of a nature that they require particular expertise and knowledge;

- advising students and institutions of further legal channels available to them;
- liaising with institutions on matters concerning the provision of pastoral care and counseling for international students offered by the institutions;
- liaising with institutions on the procedures for resolving grievances offered by the institutions;
- liaising with relevant welfare agencies and other relevant bodies on matters which concern or may concern international students; and
- maintaining a public relations function with institutions and agencies on matters which concern or may concern international students.

The role of this Conciliator is to assist the parties to resolve the dispute themselves through mediation and conciliation, as part of a provider's internal complaints and appeals process.

15.4 Critical Incident Policy

The following outlines the policy and procedure to be taken in event of a critical incident.

A Critical Incident is defined as any sudden or progressive development (event) which requires immediate attention and decisive action to prevent/minimise any negative impact on the health and welfare of one or more individuals.

Critical incidents may include (but are not limited to) events such as:

- Death/suicide
- Serious accident or injury
- Deprivation of liberty, threats of violence, assault, rape/sexual assault, aggravated burglary, biological or chemical weapons
- Fire, bomb, explosion, gas/chemical hazards, discharge of firearms
- Threat of widespread infection or contamination
- Civil unrest
- Severe Occupational Safety & Health (OSH) risk

15.4.1 Immediate Action And Who Is Responsible

1. The person first responsible for an incident is any staff member who is either a witness to, or first to be informed about an actual or potential critical incident is to assume immediate responsibility for the situation.
2. If they deem it necessary, they should then alert the most senior staff member available as soon as possible who will then become responsible for the operation of the management of the critical incident.
3. In the event that emergency services attend the event, they will be given authority to assume control of the critical incident upon arrival.

15.4.2 Critical Incident Procedure

1. The staff member first responsible needs to assess the situation and consider any apparent risks to their own safety.
2. If they deem it necessary they should then alert the most senior staff member available as soon as possible who will then become responsible for the critical incident.
3. If required staff will next contact emergency services if necessary.

4. Provided there is no threat to personal safety in doing so, the person responsible for the situation takes steps to minimise further damage or injury. This may involve organising willing bystanders to provide support.
5. As soon as practical the General Manager or most senior staff member available to prepare a Critical Incident Initial Report outlining details re: the type of incident, the exact location and details of any person or persons who might be injured, in distress, or at risk.
6. The General Manager or most senior staff member will then review the situation, set priorities, allocate tasks/responsibilities and coordinate an immediate response including communications (to staff, students, families of those involved, helpers, and the media), ongoing response or follow up (including staff briefing, counselling, review and reporting).

15.5 Other Notes On Student Grievances

- Any party may be accompanied and assisted by a support person at relevant meetings.
- The student will be given a written statement on the outcome, including reasons for outcome. This will be stored on student's record.

16. Student Support Services

16.1 English Language Proficiency Policy

COURSE LEVEL	English Proficiency Requirements
Certificate III, Certificate IV, Diploma.	<ul style="list-style-type: none"> <input type="checkbox"/> IELTS 5.5 (or equivalent upper-intermediate) <input type="checkbox"/> OR <u>Upper Intermediate</u> Level English Certificate <input type="checkbox"/> OR Successfully completed an onsite English test with one of our affiliated English schools* to the level of IELTS 5.5 (or equivalent upper-intermediate) <input type="checkbox"/> OR Successfully complete an internet English test with one of our affiliated English schools** to the level of IELTS 5.5 (or equivalent upper-intermediate) <input type="checkbox"/> OR Completed a study program in Australia to a level of Certificate IV or greater for students applying from countries within the Overseas Student Program – Assessment Levels 1 and 2.

*A fee may apply for English testing with one of our affiliated English Schools

** Our online English testing may be subject to additional phone interview with student.

Students from non-English speaking backgrounds are required to show evidence that they will be able to successfully complete their course. ALG keeps a separate English Proficiency requirement sheet published and maintained on our website to provide details of the proficiency level for each course we offer. This outlines the current documentation or proof of English that ALG will accept.

ALG requires students to have a minimum of IELTS 5.5 (academic), a TOEFL score of 525 or TOEFL Computer-Based test of 196. Alternatively if the student does not have these formal test scores, but can demonstrate successful completion of another academic course that was delivered in English to at least a level of upper-intermediate, this may be accepted as evidence.

If a student has enrolled to study English within Australia prior to their enrolment, then they will need to confirm the outcome of their English examination 3 weeks prior to the commencement of term. Otherwise a pending enrolment may be cancelled.

The procedure to verify the student does meet the English proficiency levels required include:

- FORMAL – Student required to complete English proficiency question on their application form and provide evidence of attaining the English standard required.
- INFORMAL – a record of attainment in English is not necessarily a 100% accurate method of proving English language proficiency. If a staff member, through dealings with the student, feels the student may not be proficient, they should flag the issue with IS Advisor. Informal observation methods may include speaking with student during enrolment process, reading written application material or emails the student submitted.

Students who indicate they do not yet meet English proficiency will be provided with information regarding what they must do in order to meet proficiency. Staff members who process student applications must be aware of this criteria and flag any concern over students who may not have correctly indicated their level of English.

16.1.1 English Placement Tests Available

If the student is unable to show evidence of English proficiency Australian Learning Group offers onsite and distance based English Proficiency tests with affiliated English schools. Any student already in Sydney must complete an English test on campus and may elect to do this via our affiliated English schools. Online tests are only available to students *not* in Sydney and may be subject to an additional phone interview. Prices vary from complimentary testing to a \$50 testing fee.

Should the student require English Support Services ALG will:

- a. Recommend English Testing via our preferred English Testing Institution:
 - o Greenwich ALG: <http://www.greenwichALG.com.au/site/> or
 - o Macquarie English School: <http://new.mega.edu.au/>
- b. If the student does not wish to work with Greenwich ALG or Macquarie English School, we recommend the student works with their agent to find an ELICOS institution, or
- c. ALG will assist the student find an agent to work with or find a list of appropriate ELICOS institutions available on the StudyinAustralia.gov.au portal.

16.2 International Student Orientation

The International Student Advisor is responsible for conducting a student orientation with all enrolled International Students before they start their course with ALG. Typically a date will be set and given to the student in their confirmation of enrolment email. In addition to the orientation session, the following information must be provided in the Student Handbook, which is emailed to the student with their Letter of Offer, and can be referred to at all times by the student:

- support services available to assist in the transition into life and study in Australia;
- legal services;
- emergency and health services;
- facilities and resources;
- complaints and appeals processes; and
- information on visa conditions relating to course progress and attendance.

16.3 Reporting Students

ALG strives to operate as a supportive education provider for International Students., however ALG will not compromise its compliance with the National Code and the ESOS Act, which are in place to ensure International Students are not breaching their visa conditions.

ALG is required to enter the enrolment of every student from overseas studying at ALG into Provider Registration and International Students Management System (PRISMS), a database reporting system for DIAC. The reporting required via PRISMS is exception reporting. ALG has an obligation to report the following to The Department of Immigration and Citizenship (DIAC) via PRISMS.

This means that if the student:

- does not commence (i.e. simply does not turn up, or has not arranged with the provider for a later start because of health or compassionate reasons); or

- terminates their studies before program completion; or
- changes their program or its duration; or
- fails to comply with their visa conditions regarding attendance or academic performance;

In these non-compliance cases, the PRISMS system will generate a 'Non-Compliance Notice', which is sent to the student. A Section 20 'Non-Compliance Notice' may result in the cancellation of the student visa.

Students who are reported to DIAC via PRISMS for breaching visa conditions* are encouraged to contact DIAC to understand the implications this will have on their visa status.

ALG does not take payments for future terms from students who have been reported to DIAC via PRISMS and if a decision to report is overturned by DIAC, ALG will be obliged to accept the student back to their studies if they wish, unless ALG has reached its approved capacity for International Student Enrolments.

**Refer to Standard 9,10 and 11 for further information about reasons and procedures for Reporting Students to DIAC via PRISMS*

16.4 Tuition Assurance

16.4.1 Tuition Assurance Scheme

The ESOS Act 2000 and associated legislation requires all providers who are not exempt from the requirement to pay annual Assurance Fund contributions to be a member of a Tuition Assurance Scheme (TAS), or to claim exemption from TAS membership under the ESOS Regulations 2001. Therefore ALG must maintain suitable tuition coverage.

The following statement should be given to student prior to enrolment through the International Student Handbook:

In the unlikely event that the Australian Learning Group is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by the ALG at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If NSW School of Massage is unable to provide a refund or place you in an alternative course our Tuition Assurance Scheme (TAS) will place you in a suitable alternative course at no extra cost to you. Finally, if our Tuition Assurance Scheme can not place you in a suitable alternative course, the ESOS Assurance Fund Manager will attempt to place you in a suitable alternative course or, if this is not possible, you will be eligible for a refund as calculated by the Fund Manager.

Providers are:

<p>Australian Council for Private Education and Training (ACPET) TAS ACN 054 953 758 Suite 12, Level 14, 329 Pitt St SYDNEY NSW 2000 PO Box Q1076 Queen Victoria Building NSW 1230 Telephone: (02) 9264 4490 Facsimile: (02) 9264 4550 website: http://www.acpet.edu.au/ email: acpet@acpet.edu.au National Executive Officer: Mr Tim Smith Manager Tuition Assurance Scheme: Mr Darren Wise 08 8351 4844 Annual Membership \$2,275 OSTAS – 0-14 - \$420 15-71 - \$655</p>	<p>Australian Council of Independent Vocational ALGs Ltd (ACIVIC) TAS ACN 008 646 973 Suite 203, 25 Watt Street NEWCASTLE NSW 2300 PO Box 707 NEWCASTLE NSW 2300 Telephone: (02) 4927 8646 Facsimile: (02) 4927 0532 website: http://www.acivc.edu.au/ email: secretariat@acivc.edu.au Chairperson: Mr Alan Williams TAS Enquiries: Dianna Potter - Senior Executive Officer Annual Charge - \$3,600</p>
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16.4.2 Other Tuition Safeguard Measures

It is important for ALG to have safeguards in place to ensure the complete delivery of tuition and financial stability of ALG. This is achieved by Management observing sound financial strategies in the business. Some examples include:

- Minimise payments in advance – currently domestic students mainly pay under a module-by-module basis and International Students pay on a term-by-term basis, not a full upfront fee. Hence ALG’s financial position is only based on short term revenue i.e. we cannot have ability to inadvertently spend revenue paid 12 months in advance in a current period and be left with shortfall in future.
- Wherever possible our management practices tries to make all ‘cost centres’ flexible and based on student volume. For example, all teaching staff are casual. This means the teaching expenses are in sync with teaching revenue.

16.5 PRISMS

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

Education institutions and their courses are listed on PRISMS, as is each student studying in Australia on a student visa. That is because this system interfaces with the Department of Immigration and Citizenship (DIAC) data.

Through PRISMS education institutions notify DIAC of each student’s enrolment in a course. This should occur before the student applies for a student visa to study in Australia. The enrolment information generates an electronic Confirmation of Enrolment (CoE) as evidence of enrolment in a registered, full-time course. This CoE is a key requirement for DIAC to issue a student visa.

Education providers also use PRISMS to notify DIAC of students who may have breached the terms of their student visa - for example when the student has not been attending classes.

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

PRISMS Contact Details are:

Website: <https://prisms.DEEWR.gov.au>

Telephone: +61 02 6240 7647

Facsimile: +61 02 6123 7558

Email: prisms@DEEWR.gov.au

16.6 OSHC

All International Students must show evidence that they have health insurance cover before a visa can be issued.

OSHC is required for the total duration of an International student's studies. There are various Health Insurance Providers available in Australia from whom students can purchase OSHC. Upon application to ALG, students are advised to visit the following website in order to choose from the providers of OSHC:

<http://www.studyinaustralia.gov.au/Sia/en/StudyCosts/OSHC.htm>.

If a student is sponsored by AusAID then they will not need to pay the OSHC. Proof is required that AusAID supports their application.

Norwegian students are exempt from this requirement. Swedish students who are studying under CSN International (the Swedish National Board of Student Aid) who have obtained insurance through CSN are also exempt from the OSHC requirement.

16.7 Address Details

Once you have acquired permanent accommodation to start your studies, you must notify ALG immediately. If you change your address at any time you must inform ALG within 7 days. Contact ALG to update these details.

16.8 Working During Your Stay

As an International Student you can apply to work for up to 20 hours per week while you are enrolled in full time study in Australia. There is no restriction on the hours you can work during the weeks that your course is not in session, for example during ALG holiday breaks. You will not be able to apply for your work permit until you have commenced your studies.

The Work Visa Application form (157P) can be obtained from DIAC at www.immi.gov.au. Once you have obtained permission to work, you will also need to obtain a Tax File Number (TFN) from the Australian Tax Office (ATO). Most students can apply for a TFN online by visiting www.ato.gov.au.

Job postings and classifieds are available in national and local papers and also on specific job websites. Recommended websites include: www.mycareer.com.au, www.careerone.com.au, www.seek.com.au.

Please note, ALG expects students to make study a high priority and, therefore, if you are permitted by the government to be employed, then you must not let your employment interfere with your studies. ALG will not be held responsible for any employment related matters arising from your study timetable or changes in your study timetable that may need to be made from time to time.

16.9 Academic Support And Learning Resources

If English is your second language you may be eligible for additional time to read your examination papers. You may also bring a non-electronic translation dictionary into your exam.

Whilst ALG provides students all the necessary reference materials and textbooks to complete their courses, some student do prefer to access further information. Students looking for further reading and research materials can access the following:

- In house lending library - ALG allows students to borrow from a range of reference books held on ALG premises. Students will be able to preview a list of books available then borrow these from the front desk.
- Public Libraries – there are plenty of free public libraries in and around Sydney including Customs House Library and the State Library. Please contact front desk for directions or visit the City of Sydney library information page for many more options closer to you <http://www.cityofsydney.nsw.gov.au/Library/Branches/>
- Online Library – ALG keeps a comprehensive set of online links and websites students will find useful for further research. Please visit our website and find the “Online Library Resources” page.
- Online Library – our Anatomy teacher who is a University Lecturer suggested more and more universities posting library information (articles, references and links) in an online format to allow access 24/7 to further information and research. ALG will continually expand on our existing online resources. See www.alg.edu.au.

17. Student Support Resources

For EMERGENCY

☎ '000'

If you are ever in an emergency and need help from FIRE, POLICE, AMBULANCE dial (free) "000" from ANY public phone.

Study in Australia Study Guide

An excellent resource for student's studying in Australia is found at: http://www.studyinaustralia.gov.au/Sia/en/StudyGuide_pdf.pdf

Sydney: To learn specifically about studying in Sydney, go to: <http://www.sydneyaustralia.com/en/study-in-sydney>

Perth: Another useful source for West Australian based students is: <http://studywest.des.wa.gov.au/pages/index.php>

Melbourne: To learn more about studying in Melbourne, visit: <http://www.studymelbourne.vic.gov.au/>

Emergency Services

On-Campus - In the event of an emergency during ALG hours, contact your Trainer or report issue to staff at the front desk/administration office.

Off-campus - In the event of a life threatening or urgent emergency outside ALG hours, please dial 000. This is a free call from any landline, payphone or mobile and will connect you to police, fire or medical services.

Mobile phones require the user to dial 112, the international standard emergency number. Other phone numbers which may be of assistance during an emergency are:

Electricity Emergencies:

- Energy Australia - 13 13 88
- Water Emergencies:

Sydney Water – 13 20 90; 636;	Clean & Dry Perth – 1300 441	Melbourne Water – 131 722
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- Poison Information Line 13 11 26
- Gas Emergencies: AGL - 13 19 09

Sydney	Perth	Melbourne
Fair Trading Centre McKell Building, 2-24 Rawson Place Sydney NSW 2000 Telephone: 13 32 20 www.fairtrading.nsw.gov.au	Department of Commerce Forrest Centre 219 St. Georges Terrace PERTH WA 6000 Advice Line: 1300 304 054 www.commerce.wa.gov.au/ConsumerProtection/	Victorian Consumer & Business Centre 113 Exhibition Street Melbourne VIC 3000 Helpline 1300 55 81 81 http://www.consumer.vic.gov.au/

Mobile Phone Providers

Mobile phone providers in Australia are:

www.optus.com.au, www.virginmobile.com.au, www.telstra.com, www.vodafone.com, www.imobile.com.au.

Accommodation

When it comes to finding accommodation you have many options to choose from ranging from finding your own apartment to homestays to short term rental accommodation.

Apartments - It is typical that most students will find their own apartment, or find an apartment to share with others. Property websites are the best source to find apartments or flat shares. As most properties are unfurnished, you will need to purchase electrical items, furniture, bedding and kitchen utensils. You will also need to pay four weeks rent upfront (known as bond) as well as cover costs for connecting the electricity, gas and telephone land line.

Sydney	Perth	Melbourne
<ul style="list-style-type: none"> The Renting Services Branch of the NSW Office of Fair Trading may be able to assist should you experience problems with your landlord or real estate agent or have any general enquiries relating to renting or paying bonds. Some include: www.gumtree.com.au, www.easyyroommate.com.au, www.domain.com.au, www.flatmatefinders.com.au, www.realestate.com.au. 	<ul style="list-style-type: none"> Rental properties are advertised on the Real Estate Institute of Western Australia (REIWA) website and in Perth's local newspapers. Visit - http://reiwa.com, www.realestate.com.au, www.gumtree.com.au, www.nestoria.com.au. www.flatmates.com.au, www.fremantle.stays.com.au, www.studentflatmates.com.au are great websites when seeking a flatmate or rental accommodation. YMCA: www.perth.ymca.org.au Beatty Lodge: www.beattylodge.com.au Townsend Lodge: www.townsend.wa.edu.au YHA 300 Wellington St Perth: www.yha.com.au 	<ul style="list-style-type: none"> A useful site to search all sorts of accommodation in Melbourne is http://www.istudent.ws/international-student-accommodation.html. This website also takes you through some places to go in Melbourne – café's and restaurants, galleries, things to do and see AND it also offer help with your school work, such as editing your assignments.

Homestay - Homestays allow students to have accommodation with carefully selected Sydney homestay families. These offer students a safe, friendly and caring 'home away from home' environment, as well as the opportunity to practise their English in real-life situations. Students are carefully matched with homestay families, to ensure the best possible homestay experience. For homestays across Australia, you can try: www.homestaynetwork.com.au, www.auzziefamilies.com; **Melbourne:** www.study.vic.gov.au/deecd/live/live-in-victoria/en/homestay-family.cfm. In **Perth:** International Students requiring information on Home stay can contact Tim, Liz or Mara on: 9438 2747.

Hostels - When you arrive there are several youth hostels and budget accommodation venues that you can access via the internet. Simply go to www.yha.com.au or www.unilodge.com.au to search for youth hostels across Australia.

Transportation & Concessions

Sydney	Perth	Melbourne
<ul style="list-style-type: none"> Trains / Buses - The closest train stations to the Campuses are Town Hall, Central Station, Wynyard and Museum Stations. www.131500.com.au is also a good site to visit for general information about Sydney. Alternatively, you can telephone 131 500 to speak with an Operator at Sydney Transport who can assist with transport 	<ul style="list-style-type: none"> Transperth operates the city's public buses, trains and ferries. A single ticket allows you to travel on all forms of transport: www.transperth.wa.gov.au Boat—Ferries depart every half-hour, on the hour, from 7am to 7pm daily from the Barrack St Jetty to the zoo. Bus—You can get to most sights 	<ul style="list-style-type: none"> Night Rider: www.metlinkmelbourne.com.au/timetables/nightrider Metlink (buses and trams): http://www.metlinkmelbourne.com.au/; info in other languages: www.metlinkmelbourne.com.au/using-public-transport/information-in-other-languages-2/ Riding your bike: http://www.bv.com.au/

<p>information and local trip planning.</p> <ul style="list-style-type: none"> • Taxis 131 008 - There are a number of taxi companies in Sydney. You can 'hail' a vacant taxi in the street, go to a taxi rank, or order one by telephone, which costs you an extra \$1. Most taxis are licensed to carry only 4 passengers. • Ferries - You may catch the ferry to come to ALG. Ferries stops at Circular Quay & King Street Wharf. • Pre-paid tickets can be purchased at newsagencies, some convenience stores and/or some bus/train stations. • International Students are not entitled to use student concessions on Sydney Buses, Trains or Ferries UNLESS you hold an International Student Card. You can apply for a Student Card online, or see an International Student Advisor for instructions on how to apply. 	<p>in the inner city with the free CAT bus services in the city centre, running from 6:50am to 6:20pm on weekdays. There's a bit of a longer wait on weekends.</p> <ul style="list-style-type: none"> • Train—Transperth also operates the Fastrak suburban train lines to Armadale, Fremantle, Midland and the northern suburb of Joondalup. There's free train travel (in the free transit zone) between the Claisebrook and City West train stations. All local trains leave from the Perth train station on Wellington St. • International Students in WA are eligible for a student discount on public transport. The student will need to apply for a Student SmartRider through ALG. 	
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Banking

To open a bank account in Australia you must satisfy a 100-point system based on your identification. Types of identification may include your passport, driver's licence and student card. Students who show proof of their student status, e.g. student enrolment ID card, may be exempt from paying fees and charges.

Trading hours of most banks:

Monday – Thursday 9:30 am – 4:00 pm, Friday 9:30 am – 5:00 pm
(Some branches of some banks are open on Saturday mornings also.)

The following are web sites of the major banks in Australia. You will be able to find a branch which is most convenient to you. When opening an account enquire about services for students.

- Commonwealth Bank of Australia (CBA) - www.commbank.com.au
- ANZ - www.anz.com.au
- Westpac (WST) - www.westpac.com.au
- St George (STG) - www.stgeorge.com.au
- Hong Kong Shanghai Bank (HSBC) - www.hsbc.com.au
- National Australia Bank (NAB) - www.national.com.au

Nearby Medical Services

Sydney		
Kent Street Medical Centre Level 3, 362 Kent Street Sydney NSW 2000 Phone: (02) 9290 3477	Town Hall Clinic 44 Town Hall Arcade Sydney NSW 2000 Phone: (02) 9267 5399	Women's Medical Centre Benchmark Medical, No 2 Martin Place Sydney NSW 2000 Phone: (02) 9231 2366
Perth		
Subiaco Station Medical Group (near Subiaco Train Station) 1/400 Roberts Road Subiaco WA 6008 Phone: (08) 9346 9999	Hay Street Medical Centre 159a Hay Street Subiaco WA Phone: (08) 9381 7004	Central City Medical Centre (Corner Wellington & Barrack Streets) Shop 14, City Station Concourse 378 Wellington St Perth WA 6000 Phone: (08) 9225 1188
Melbourne		
For residents living in the cities of Melbourne and Moonee Valley (the Parkville Campus of the University of Melbourne and its surrounding suburbs come within this area) the local service is: Waratah Area Mental Health Service , 9342 2333.	Hospitals near the University: Royal Melbourne Hospital: 9342 7000 St. Vincent's Hospital: 9288 2211	Doctors: www.oshcworldcare.com.au/member_student/medical_providers.aspx Look up 'Doctors' or 'Health Practitioners' in the Yellow Pages at www.yellowpages.com.au/

Tax File Number

Tax file numbers can be obtained through the Australian Taxation Office (ATO). A tax file number is a unique number issued by the Tax Office. You must have a tax file number when starting or changing jobs. For further information: Australian Taxation Office - 13 28 61, (8.00 am-6.00 pm Monday - Friday)

Driving with an Overseas Licence

Sydney
If you are licensed to drive in your home country, you may be able to drive here in NSW (laws differ throughout Australia) using your original licence, however there are certain things you will have to do before you drive here. For example, the law requires that you carry an official translation of your licence if it was originally issued in a language other than English. Refer to the Roads and Traffic Authority (RTA) website (www.rta.nsw.gov.au) for up to date information. Please note other states and territories of Australia may have different driving laws. Enquire at the RTA about driving in other states and territories within Australia.
Perth
You may decide to purchase your own car or motorcycle whilst you are studying in Perth. However, be aware that you will be responsible for the vehicle's registration, repairs, fuel, insurance and service costs. It is also compulsory to buy third party insurance, which will cover the damage to other vehicles or property if you have an accident. If you will be in Australia for less than three months, you can drive with an international driver's license. (You must carry a translation if the document is not in English.) If you plan to stay longer than three months, you will need to obtain an Australian driver's license by taking a test on our country's highway codes and regulations. Visit www.dpi.wa.gov.au for more information.
Melbourne
If you are in Victoria on a temporary visa, you can drive on your overseas driver licence for as long as it is current providing it is in English or accompanied by an English translation or International Driving Permit. The translation is at your own cost. There is no requirement to get a Victorian driver licence. For more information visit www.vicroads.vic.gov.au/Home/Licences/NewToVictoria/OverseasDriversLicences.htm .

Places of Worship

<p>Sydney</p> <p>Sydney is well known for its multiculturalism. With such a mixture of religions it is very easy to find your preferred place of worship. Please find below a list of some of these places:</p> <table border="1"> <tr> <td> <p>CHRISTIANITY St. Mary's Cathedral – Cathedral Street (Corner ALG Street) Sydney Anglican Christ Church – 507 Pitt Street, Sydney</p> </td> </tr> <tr> <td> <p>JUDAISM HINDUISM Great Synagogue – 166 Castlereagh Street, Sydney Bet Yosef (The Caro Synagogue) – Bondi,</p> </td> </tr> <tr> <td> <p>HINDUISM Sri Mandir – 286 Cumberland Road, Auburn Sydney Hare Krishna Temple – 180 Falcon Street, North, Sydney</p> </td> </tr> <tr> <td> <p>ISLAM Sydney CBD Musalah – 84 Pitt Street, Sydney Wynyard Musalah – 60 Clarence Street, Sydney</p> </td> </tr> <tr> <td> <p>BUDDHISM Wah Tsang Temple – 2/209 Liverpool RD, Greenacre Mahamakut Temple – 88 Stanmore Road, Stanmore</p> </td> </tr> </table>	<p>CHRISTIANITY St. Mary's Cathedral – Cathedral Street (Corner ALG Street) Sydney Anglican Christ Church – 507 Pitt Street, Sydney</p>	<p>JUDAISM HINDUISM Great Synagogue – 166 Castlereagh Street, Sydney Bet Yosef (The Caro Synagogue) – Bondi,</p>	<p>HINDUISM Sri Mandir – 286 Cumberland Road, Auburn Sydney Hare Krishna Temple – 180 Falcon Street, North, Sydney</p>	<p>ISLAM Sydney CBD Musalah – 84 Pitt Street, Sydney Wynyard Musalah – 60 Clarence Street, Sydney</p>	<p>BUDDHISM Wah Tsang Temple – 2/209 Liverpool RD, Greenacre Mahamakut Temple – 88 Stanmore Road, Stanmore</p>
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<p>BUDDHISM Wah Tsang Temple – 2/209 Liverpool RD, Greenacre Mahamakut Temple – 88 Stanmore Road, Stanmore</p>					
<p>Perth</p>					

Perth is well known for its multiculturalism. With such a mixture of religions it is very easy to find your preferred place of worship. For a listing of all the ethnic, religious and community groups operating in Western Australia visit for details:

- <http://pertheducationcity.com.au>
- <http://www.multicultural.online.wa.gov.au/>

Here are some places listed:

<p>Catholic Church 211 Aberdeen St, Northbridge (08) 9223 1350 www.catholic.org.au/</p>
<p>Metrochurch 142-146 Beaufort Street, Perth (08) 9427 5000 www.metrochurch.org.au/</p>
<p>Perth Mosque 427-429 William St, Perth (08) 9328 8535</p>
<p>Churchlands Christian Fellowship 154 Balcatta Road, Balcatta (08) 6241 2700 www.churchlands.org.au/</p>
<p>Maylands Christian Spiritualist Church 123 Caledonian Avenue, Maylands (08) 9370 4133 www.maylandschristianspiritualistchurch.com.au/</p>
<p>Methodist Church John Wesley 123 Colin Street, West Perth (08) 9481 0307</p>
<p>Church of Scientology of Perth 08 Murray Street, 1st Floor, Perth (08) 9221 9666 www.scientology-perth.org/</p>
<p>Full Gospel Assembly Perth 1-3 Hill View Place, Bentley (08) 9451 2100 www.fgaperth.com/index.php</p>
<p>The Church of Jesus Christ of Latter Day Saints 173 Wordsworth Avenue, Yokine (08) 9276 2734</p>

Melbourne

<p>St Michael's Uniting Church St Michaels Walk, Melbourne VIC (03) 9654 5120 www.stmichaels.org.au/</p>
<p>Collins street Baptist Church 174 Collins Street, Melbourne VIC (03) 9650 1180 www.csbc.org.au/</p>
<p>South Yarra Presbyterian Church 621 Punt Road, South Yarra VIC (03) 9867 4637 www.southyarrachurch.org/</p>
<p>The Sunshine Mosque</p>

	618 Ballarat Road Sunshine Victoria Australia 3020 www.sunshinemosque.com.au	
	Wesleyan Methodist Church of Australia 184 Balwyn Road, Balwyn VIC (03) 9816 3523 www.wesleyan.org.au/	

Legal Advice / Services

Free legal advice can be obtained from the Legal Aid Telephone service on 1300 888 529 or visit a Legal Aid Office.

Sydney	Perth	Melbourne
Legal Aid Head Office Sydney Ground Floor, 323 Castlereagh St, Sydney NSW 2000 Phone: 9219 5000 or 13 3677 www.legalaid.nsw.gov.au	Legal Aid Western Australia Perth Office 55 St Georges Terrace, Perth, WA 6000 Telephone: (08) 9261 6222 InfoLine: 1300 650 579 www.legalaid.wa.gov.au	Victoria Legal Aid Address: 350 Queen St Melbourne VIC 3000 Phone: (03) 9269 0120 or 1800 677 402 www.legalaid.vic.gov.au/3090.htm

Interpreter Assistance

Our IS Advisor can help you locate a suitable interpreter service. You should also be aware of Telstra's twenty-four (24) interpreter service. Telephone 131 450 anytime if you are having difficulties communicating in English.

Library Services

Sydney	Perth	Melbourne
City of Sydney information page has many options for locations and opening hours of libraries close to you: www.cityofsydney.nsw.gov.au/Library/Branches/	City of Perth information page has many options for locations and opening hours of libraries close to you: www.cityofperth.wa.gov.au/web/Living/City-of-Perth-Library/Library-Services/	www.librarysearch.melbourne.vic.gov.au/opac/ is a useful online search engine that will enable you to search library throughout Melbourne. City of Melbourne information page has many options for locations and opening hours of libraries close to you: www.melbourne.vic.gov.au/MelbourneLibraryService/Pages/Librarylocations.aspx

Counselling Services

Counselling Services are available by appointment. ALG provides a free counselling session to all students. Appointments with a Counsellor can be made through the IS Advisor.

If the IS Advisor deems situation requires specialist advices they may refer you to additional external counselling support that may incur additional costs.

Other assistance may be found at:

Sydney	Perth	Melbourne
<ul style="list-style-type: none"> New South Wales Domestic Violence Line: www.lawlink.nsw.gov.au Phone: 1800 656 463 NSW Rape Crisis Centre: www.nswrapecrisis.com.au Phone: 1800 424 017 	<ul style="list-style-type: none"> Rape Crisis Centre: www.womenshealthworks.org.au Sexual Assault Resource Centre: 9340 1828 (crisis line 24 hours) 	<ul style="list-style-type: none"> Suicide Helpline (24 Hour telephone counselling): 1300 651 251 CASA (Centre Against Sexual Assault): 96353610 or 1800 806 292 Women's Domestic Violence

<ul style="list-style-type: none"> Sexual Assault Crisis Line: Phone: 9819 6565 		<p>Crisis Service: 93730123</p> <ul style="list-style-type: none"> Direct Line (Drugs & Alcohol Counselling): 1800 888 236 G-Line (Problem Gambling): 1800 156 789 The Suicide Call Back Service Referral Line: 1300 659 467
<p>Australia Wide</p>		
<ul style="list-style-type: none"> BeyondBlue - www.beyondblue.org - Phone: 1300 22 4636 Reachout - www.reachout.com.au Lifeline (24 hour emergency number) Phone: 13 11 14 - www.lifeline.org.au 		

18. Useful Contacts

Department of Immigration and Citizenship (DIAC)

Sydney	Perth	Melbourne
Street Address: 26 Lee Street, Sydney NSW 2000 Postal Address: NSW Student Centre, GPO Box 9984 Sydney NSW 2001 Telephone: 13 18 81 Website: www.immi.gov.au	Level 3 Wellington Central 836 Wellington Street West Perth WA 6005 09.00 – 16.00 Mon – Fri Telephone: 13 18 81 Website: www.immi.gov.au	Casselden Place 2 Lonsdale Street Melbourne Vic 3000 <i>Note: Client Service access is from Spring Street</i> Telephone: 13 18 81 Website: www.immi.gov.au

Australian Diplomatic Missions Overseas

Website: www.dfat.gov.au/missions

Study in Australia

Website: www.studyinaustralia.gov.au

Tourism

Australian Tourist Commission Website: www.australia.com

Sydney	Perth	Melbourne
Tourism NSW Web: www.tourism.nsw.gov.au City of Sydney Web: www.cityofsydney.nsw.gov.au Sydney Transport Info Web: www.131500.com.au	Tourism WA Web: www.westernaustralia.com City of Perth Web: www.cityofperth.wa.gov.au Perth Transport Info Web: www.transperth.wa.gov.au	Tourism WA Web: www.visitmelbourne.com City of Melbourne Web: www.melbourne.vic.gov.au Melbourne Transport Info Web: www.metlinkmelbourne.com.au

CRICOS

Website: <http://cricos.deewr.gov.au>

Newspapers

Sydney: Website: www.newspapers.com.au/sydney.html

Perth: Website: www.newspapers.com.au/perth.html

Melbourne: Website: www.newspapers.com.au/melbourne.html

Health Insurers

A list of health providers of OSHC can be found at: <http://www.studyinaustralia.gov.au/en/Study-Costs/OSHC>

English Language Websites

International English Language Testing System (IELTS): Website: www.ielts.org

Test of English as a Foreign Language (TOEFL): Website: www.toefl.org

The following English College's offer IELTS or TOEFL preparation testing:

Milton ALG - www.miltoncollege.com.au

Sydney English Language Centre - www.selc.com.au

Greenwich ALG - www.greenwichcollege.com.au/site/