



INTERNATIONAL STUDENT HANDBOOK

INFORMATION
POLICIES & PROCEDURES

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Welcome

Welcome to Holistic Education College.

Our goal is to provide you with an enjoyable and successful study program through our support and guidance.

This handbook provides you information about:

- ▶ Settling into Australia
- ▶ Our courses
- ▶ Studying at Holistic Education College
- ▶ Policies and Procedures

We wish you all the best and look forward to meeting with you.

Holistic Education College

The College has a central location Brisbane at New Farm/Fortitude Valley (located two kilometres from Brisbane CBD), well serviced by public transport, including bus and train.

The College has been in operation for some sixteen years and is committed to the delivery of educational programs related to holistic health.

Our experience in the health industry provides us with the knowledge and assessment processes to evaluate the competencies required to be a successful massage therapist and our programs are structured accordingly.

New Farm



Living in Brisbane

Introducing Brisbane

Brisbane is the capital city of Queensland – known nationally as the 'Sunshine State'. It is located in the south-eastern corner of the state on the coastal strip between the Pacific Ocean and the Great Dividing Range.

Brisbane's sub-tropical climate is perfect for an outdoor lifestyle, with daytime temperatures ranging from an average of 30 degrees Celsius in summer to 14 degrees Celsius in winter.

The city has open parklands and public spaces, world class sporting facilities, cafes and the Brisbane River at its centre.

Less than half an hour from the city centre is Moreton Bay and its islands. In its calm waters, you can enjoy a variety of water sports. If you prefer the surf, the famous beaches and resorts of the Sunshine and Gold Coasts are just over an hour's drive from the city.

For more information about Brisbane visit the Our Brisbane website at www.ourbrisbane.com

Arranging accommodation

International Students may live with their family or relatives, use home stay accommodation, reside in a hostel or guesthouse, or rent a place of their own or with others. Accommodation costs vary from suburb to suburb and according to size and quality.

Homestay offers you the chance to live with an Australian family, either for a few weeks or for the length of your stay in Brisbane. All Homestay accommodation is inspected for quality of service and amenities. The advantage for you is that you can move into an established home with all your basic needs (meals, furniture, bedding and amenities bills) taken care of by the host family. Most homes are within walking distance of public transport or the family will arrange for you to be taken to transport. Living with a family will also give you a chance to practise your English conversations skills.

For more information about Homestay visit the BECAB website at www.becab.com.au.

Home stay accommodation costs from A\$110 - A\$270 per week. Accommodation in a hostel or guest house costs from A\$80 to A\$135 per week. Rental rates may range from A\$70 to A\$250 per week for shared accommodation and A\$100 to A\$400 for sole occupancy. Those renting will need to allow for a rental bond equivalent to 4 to 6 weeks rent. Utilities such as telephone, electricity, gas and water will cost approximately A\$20-40 per week plus connection fees.

Cost of living

An average International Student in Australia will spend about A\$360-\$420 a week (A\$18,720-\$21,840 p.a.) to cover the cost of accommodation, transportation, food and entertainment, although this figure will depend very much on lifestyle choices.

International Students should add an additional 35% if they have a spouse, 20% if they have at least one child and a further 15% for each additional child.

International Students are permitted to work a maximum of 20 hours per week during any term of study (but can work full-time during holidays).

Obligations regarding school-aged dependants

It is a visa requirement that International Students with school-aged children enrol them in school. International Students should be aware that in most circumstances they will be required to pay full fees for any of their school-aged dependants who accompany them and who are enrolled in either a government or non-government school in Australia (around A\$8,000 p.a.).

Travel costs

International Students need to take account of costs associated with travelling to Australia if they are outside Australia when their application is made, and of returning to their home country at the end of their stay.

For further information on living in Australia please visit the Study in Australia website: <http://studyinaustralia.gov.au>

Getting around

You can get around Brisbane by ferry, car, bus, train or bicycle. Brisbane offers three kinds of public transport: train, bus and ferry. For more information on using public transport in Brisbane go to www.transinfo.com.au

Please note that International Students are not entitled to a student concession while travelling on public transport.

Important Information and Emergency contacts

- ▶ Police, Fire, Ambulance – 000
- ▶ Department of Immigration and Citizenship (DIAC) 13 18 81
Level 13, 313 Adelaide Street Brisbane
Opening Hours: Monday to Friday 9:00am to 4:00pm (Wednesday 9:00am to 1:30pm)

Course Information

Program Course Available

HLT50307 Diploma of Remedial Massage

Course Duration

Course	Teaching weeks	Holiday weeks	Total Duration
Certificate 1V in Massage	24 weeks	0	24 weeks
Diploma of Remedial Massage	24 weeks	0	24 weeks

Course Pre-requisites:

Certificate IV in Massage Therapy Practice:

English Language minimum standard IELTS 5.5

Relevant Visa

Diploma of Remedial Massage:

Certificate 1V or equivalent in Massage Therapy

English to specified level

Relevant Visa

Course Costs

Course	Enrolment Fee	Tuition Fees	Total Course Fee
Certificate 1V in Massage	\$500	\$4600	\$5100
Upgrade to Diploma	\$500	\$4900	\$5400
Diploma of Remedial Massage (Cert1V & Diploma)	\$500	\$9,480	\$9,980

- Only one enrolment fee applies if a student enrolls for Certificate 1V and Diploma courses at the same time.
- A separate application form is required to be completed for each course

Enrolling in a Course

Prospective International Students are sent an Application for Enrolment form on request. This should be completed and returned with relevant attachments. Successful applicants will be sent a Letter of Offer and Student Agreement and a place will be held pending receipt of the signed documentation and course fees.

IT IS HEC POLICY THAT APPLICANTS MUST BE 18 YEARS OF AGE OR OVER BY THE START DATE OF ANY HEC PROGRAM/COURSE FOR WHICH THEY MAY ENROL

Application Procedure

1. Request 'Application for Enrolment' form. Separate application must be completed for each course for which you are enrolling i.e. Certificate 1V (one application) and Diploma (second application)
2. Check that you meet the course entry requirements
3. Submit completed Application for Enrolment/s form with a certified copy of English test (if English is not your first language – see Language Requirements below)
4. If application is successful a Letter of Offer and Student Agreement will be sent to the applicant
5. Return signed documentation and pay course fees by date specified
6. Electronic Confirmation of Enrolment (eCoE) issued
7. Obtain Student Visa in home country as relevant

English Requirements

All International Students whose first language is not English (or who did not undertake their secondary education in English) are required to provide evidence of their English language proficiency by providing a certified statement of results.

The minimum level of English level proficiency for these courses is: IELTS 5.5 and applicants will need to include a certified copy of their IELTS test results with their application. The International Student Business Manager will be assessing your language proficiency together with other enrolment criteria as outlined.

Visa Requirements

International Students must obtain a Student Visa for the duration of their studies in Australia. It is the responsibility of the International Student to maintain the correct visa during their residency in Australia.

Under current immigration regulations, International Students must show evidence of adequate health insurance arrangements. Such arrangements should be in the form of Overseas Student Health Cover (OSHC) and cover must be effective from the date of arrival in Australia. OSHC must be maintained for the duration of an International Student's stay in Australia.

Further Information on Overseas Student Health Cover (OSHC)

For further information regarding OSHC visit
<http://studyinaustralia.gov.au/Sia/en/StudyCosts/OSHC.htm>

For all visa enquiries, contact the Commonwealth Department of Immigration and Citizenship (DIAC). Website: <http://www.immi.gov.au/>

Course Content

HLT40307 Certificate IV in Massage Therapy Practice

CODE	TITLE
BSBCMN204A	Work effectively with others
HLTCOM404B	Communicate effectively with clients
HLTCOM405B	Administer a practice
HLTCOM406B	Make referrals to other health care professionals when appropriate
HLTCOM408B	Use specific health terminology to communicate effectively
HLTFA301B	Apply first aid
HLTHIR301A	Communicate and work effectively in health
HLTOHS300A	Contribute to OHS processes
HLTIN301A	Comply with infection control policies and procedures in health work
HLTAP401A	Confirm physical health status
HLTREM401B	Work within a massage framework
HLTREM406B	Provide massage treatment
HLTREM407B	Plan massage treatment
HLTREM408B	Apply massage assessment framework
HLTREM409B	Perform massage health assessment
HLTREM409BA	Perform massage health assessment

EXTERNAL COMPONENT ANATOMY & PHYSIOLOGY 1:

The Anatomy and Physiology 1 (A&P1) component of the Certificate 1V, the study of the body, its constituents & their functions is studied externally.

You will be given a lesson plan & suggested study schedule to assist you in allocating your external study hours.

The learning outcomes required for successful completion:

- have a basic understanding of Anatomy & Physiology & Chemistry relating to the Skeletal System, Muscular System, Cells & Tissues, Skin & Body Membranes.
- use specific medical terminology to communicate with clients, fellow workers and health professionals.

LESSON PLAN EXAMPLE:

WEEK 1- 2	Human Body: An Orientation
WEEK 3 - 7	Skeletal Systems
WEEK 8- 12	Muscular Systems
WEEK 13- 15	Basic Chemistry
WEEK 16 - 20	Cells and Tissues
WEEK 21 - 24	Skin and Body Membranes

As outlined, the A&P 1 module is studied externally. Students are given a reading, research & study guide (example as above). Learning will be reviewed by course facilitator at the start of each contact training module

Students should allow approximately 20 hours study per A&P1 modules as above (guide to be provided to participating students)

REFERENCES

Essentials of Human Anatomy & Physiology (Marieb)
Anatomy & Physiology Colouring Workbook (Marieb)

RECOMMENDED READING

Atlas of Skeletal Muscles (Stone and Stone)

HLT50307 Diploma of Remedial Massage

CODE	TITLE
HLTCOM502B	Develop professional expertise
HLTCOM503B	Manage a practice
CHCORG28A	Reflect and improve upon professional practice
HLTHIR506B	Implement and monitor compliance with legal and ethical requirements
HLTAP501A	Analyse health information
HLTHIR501A	Maintain an effective health work environment
HLTREM502B	Provide remedial massage treatment
HLTREM503B	Plan remedial massage treatment strategy
HLTREM504B	Apply remedial massage assessment framework
HLTREM505B	Perform remedial massage health assessment
HLTREM510A	Provide specialised remedial massage treatments
HLTREM511A	Provide remedial massage treatment for women and children
HLTREM512A	Provide remedial massage treatments within a corporate setting
HLTREM513A	Provide remedial massage treatment to athletes

EXTERNAL COMPONENT ANATOMY & PHYSIOLOGY 2:

The Anatomy and Physiology 2 (A&P2) component of the Diploma, that is, the study of the body, its constituents & their functions is studied externally.

Student is given a lesson plan & suggested study schedule to assist in allocating external study hours to achieve the required competency.

The learning outcomes required for successful completion are to achieve:

- a basic understanding of Anatomy & Physiology relating to the Nervous system Endocrinal, Cardiovascular/Blood, Immune, Urinary, Respiratory, Lymphatic, Digestive & Reproductive
- use relevant medical terminology to communicate with clients, peers&health professionals

LESSON PLAN EXAMPLE

Week 1 - 2	Nervous Systems
Week 3 - 5	Endocrinal Systems
Week 6 - 8	Blood
Week 9 - 10	Cardiovascular Systems
Week 11 - 13	Lymphatic Systems
Week 14 - 16	Respiratory Systems
Week 17 - 20	Digestive Systems
Week 21 - 22	Urinary Systems
Week 23 - 24	Reproductive Systems

As outlined, the A&P2 module is studied externally. Students are given a reading, research & study guide (example as above). Student learning will be reviewed by facilitator at the start of each contact training module

Students should allow approximately 25 hours study per module for A&P2 subjects as above. Study guide will be provided top participating students.

REFERENCES

Essential of Anatomy & Physiology (Marieb)
Anatomy & Physiology Colouring Workbook (Marieb)

RECOMMENDED READING

No set text

ASSESSMENT:

Written examination at end of Diploma

Delivery Methodology

The course is delivered using a combination of:

- face-to-face classroom training
- clinical practical work
- external study

Orientation

An Orientation session is held for all International Students. The Orientation session is designed to give students important information to assist them adjust to study and life in Australia and to familiarise them with College facilities and support services provided, and the course they are enrolled in. The Orientation session also provides students with an opportunity to ask questions and meet College personnel.

During the orientation session students are issued with the course outline, course notes, list of reference material and informed of assessment requirements.

Facilities & Equipment

The College offers a professional and comprehensive customer service delivery operation as well as the training facilities. These facilities are comprised of lecture rooms and interactive learning facilities and well-equipped student break-out areas. The facilities and equipment are checked and maintained regularly to ensure effective and efficient operation.

Competency Assessment

Assessment is conducted in accordance with the Australian Quality Training Framework (AQTF) by qualified assessors.

Assessment is competency based and includes:

- Diagnostic assessment to determine training needs
- Formative assessment during the training
- Summative assessment of performance at the completion of training
- Recognition of Prior Learning

Assessment is conducted in a simulated workplace and involves the collection of sufficient evidence to demonstrate competence. This may include:

- Measurement of services delivered
- Observation of processes carried out
- Measurement of knowledge and understanding
- Observation of attitudes demonstrated.

Assessment methods may include:

- Demonstration of skills
- Written and oral questions
- Group discussions

The outcomes of assessment are 'Competent' or 'Not Yet Competent'.

Those assessed as 'Not Yet Competent' may appeal the result.

Assessment Appeals

Students who are dissatisfied with a Not Yet Competent decision can appeal the decision. This involves speaking to the assessor to request a review of the evidence. The assessor may organise a re-assessment with an independent assessor.

Recognition of Prior Learning

Students who believe they already have the skills and knowledge required to demonstrate competency can request Recognition of Prior Learning (RPL) by completing the form titled *Request for Recognition of Prior Learning*. Students must provide valid, sufficient, current and authentic evidence to demonstrate competency. The assessor may require the student to undergo a challenge test. The cost for RPL is \$150 per subject and is to be borne by the student (see Request for RPL form).

To request RPL you will need to:

- Check your skills and knowledge against the requirements for each unit of competency that you wish to apply for credit. The individual units of competency are outlined in the Student Handbook and further information can be sought from the Course Coordinator
- Collect your evidence to show your competence, eg photographs, documented stages/process. Your evidence must be valid (*as described in the unit of competency), sufficient (enough), current (up-to-date) and authentic (your own work).
- List the types of evidence you have for each unit of competency.
- Present your evidence and the list of evidence to the Course Coordinator for assessment.

The assessor may ask you to undergo a challenge test and there may be a cost applied to this test.

A copy of the details of any credit granted must be signed by the assessor and the student and a copy placed on the student's file.

Credit Transfer

As a condition of registration, the College is required to recognise and grant credit transfer for nationally recognised qualifications from other RTOs. This is called national recognition. Students who wish to claim credit for nationally recognised units of competency should see the International Student Coordinator.

Where the granting of credit shortens the duration of a course

When an International Student successfully applies for RPL or Credit Transfer that shortens the duration of their course the following applies:

- where RPL is granted before the issue of a visa, the College will reduce the actual course duration in the eCoE issued for the course.
- where RPL is granted after the issue of a visa, the College will report the change of course duration to the Department of Immigration and Citizenship (DIAC).
- it remains a condition of their visa that the student continues to study full-time.

Student requirements relating to acceptable behaviour

Conduct

Students are expected to conduct themselves in a quiet, courteous and orderly manner at all times while on College premises. It is expected that all College trainers and staff will be treated with courtesy and respect at all times.

Classroom Behaviour

Students must leave rooms neat and tidy. No food or drinks are permitted in lecture rooms. Chewing gum is not permitted on College premises.

Mobile Phones

Mobile phones must be switched OFF at all times and not used on College premises under any circumstances. Please understand mobile phones cause disruption to trainers, classes and other students. If students continue to leave their mobile phones switched on, the College reserves the right to confiscate the phones until the end of the day and/or ask the student to leave the class. Please note, if students need to be contacted by their families as a matter of urgency, messages will be left on the student message board or in some cases brought into class by College staff.

Smoking

The College is a smoke free zone. Students wishing to smoke must do so outside and away from the College. Students are not to stand in front of the building and smoke, as this is inconsiderate to visitors to the College & illegal.

Vandalism

Writing on or sticking chewing gum on walls, doors, computers and desks, is vandalism and will not be tolerated. Litter is to be placed in the appropriate bins provided.

Books and College materials are not to be removed from the College premises without permission.

Assessments - Inappropriate Activity

Cheating of all forms either during assessments or copying of assignments will not be tolerated. A person found cheating or plagiarising in a particular unit of competency will be excluded from that unit and will have to repeat that unit when next offered. A second offence may be subject to instant dismissal from the course. Assignments, projects and essays must be the student's own work. If quoting a passage from a book, appropriate referencing must be used.

Dress Code

Smart casual – long trousers/pants, closed in non slip soled shoes, T-shirts OK
No thongs, singlets or shorts.

Termination

The College reserves the right to suspend or cancel the enrolment of any student whose conduct is not of a standard acceptable to the College that is, any behaviour deemed inappropriate by the College including but not limited to: Harassment, Bullying, Theft, Inappropriate behaviour, Failure to adhere to advised College process, procedure or policy

Policies and Procedures that affect International Students

Refund policy

1. If, for any reason, you withdraw from your course and seek a refund of fees paid (either before or after it starts), you must inform Holistic Education College ("the College") in writing. Your claim for a refund should be sent to the International Student Coordinator and include the following information:
 - your name;
 - the date the course started (or was due to start); and
 - the reason you are withdrawing from the course.
2. The amount of your refund will be determined as follows:
 - a) If you notify us of your withdrawal more than 4 weeks before your course start date, the tuition fees you have paid will be refunded less the \$500 enrolment fee (which is non-refundable).
 - b) If you notify us of your withdrawal less than 4 weeks before the start date of your course, 50% of the tuition fees you have paid will be refunded less the \$500 enrolment fee (which is non-refundable).
 - c) If you notify us of your withdrawal after the start date you will not be entitled to a refund.
 - d) If you do not obtain a student visa we will refund you 100% of the fees you have paid.
3. "Start date" is defined as the first day of your course as noted in your Letter of Offer.
4. Refunds will be paid within 4 weeks after we receive your written application. All refunds will be paid to the person named in this letter of offer unless the College is advised in writing to pay the refund to someone else. Refunds will be paid in the same currency in which the fees were paid, unless payment in that currency is impracticable. You will be provided with a written statement detailing how any refund amount has been calculated.
5. Requests for a refund based on extenuating or compassionate circumstances will be considered on a case-by-case basis.
6. If a student's enrolment is terminated by the College for misconduct, breach of student regulations or non-compliance with visa conditions, no refund of tuition fees will be given (refer to the International Student Handbook for details of student regulations and what constitutes misconduct).
7. In the unlikely event that the College is unable to deliver your course in full, you will be offered a refund of all the tuition fees you have paid to date. The refund will be paid to you within two weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by the College 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 the College is unable to provide a refund or place you in an alternative course our Tuition Assurance Scheme (TAS) run by ACPET will place you in a suitable alternative course at no extra cost to you.

Finally, if ACPET cannot 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.

Grievance handling policy and procedure

1. Policy

Holistic Education College ("the College") is committed to developing and maintaining an effective, timely, fair and equitable grievance handling system which is easily accessible to International Students.

The College aims to:

- Develop a culture that views grievances as an opportunity to improve the organisation and how it works;
- Set in place a grievance handling system that is client focussed and helps the College to prevent grievances from recurring;
- Ensure that any grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality;
- Ensure that the views of each complainant and respondent are respected and that any party to a grievance is not discriminated against nor victimised;
- Ensure that there is a consistent response to grievances.

A grievance can be defined as a student's expression of dissatisfaction with any aspect of the College's services and activities, such as:

- the enrolment, induction/orientation process;
- the quality of education provided;
- academic matters, including student progress, assessment, curriculum and awards in a course of study;
- handling of personal information and access to personal records;
- the way someone has been treated.

The grievance handling process described in this policy is designed to ensure that the College responds effectively to individual cases of dissatisfaction.

2. Before an issue becomes a formal grievance

International Students enrolled or seeking to enrol with the College are encouraged, where possible, to resolve concerns or difficulties directly with the person(s) concerned. There is support staff available to assist students to resolve their issues at this level.

3. Grievance handling process

This procedure can be utilised by International Students enrolled, or seeking to enrol in a course of study with the College to submit a grievance of an academic or non-academic nature. Grievances of an academic nature include matters related to student progress, assessment, curriculum and awards in a course of study. Grievances of a non-academic nature cover all other matters including grievances in relation to personal information that the College holds in relation to the student.

During all stages of this procedure the College will take all steps to ensure that:

- complainant and the respondent will not be victimised or discriminated against;
- complainant has an opportunity to formally present their case and may be accompanied and assisted by a support person at any relevant meetings;
- a full explanation in writing for decisions and actions taken as part of the process will be provided if so requested by the complainant or the respondent;
- where the internal or external grievance or appeal process results in a decision that supports the complainant, the College will immediately implement any decision and/or corrective/preventative action required and advise the complainant of the outcome;
- there is no cost to the complainant for utilising the internal processes outlined in this grievance and appeals process. There is a \$200 fee to lodge an external appeal to ACPET as outlined in section 3.3. If the student's appeal is successful they will be refunded \$100.

3.1 Stage one – formal grievance:

Formal grievances must be submitted in writing to the Course Coordinator. Receipt of the grievance will be acknowledged within five working days and the grievance handling process will commence within ten days of the receipt of the written grievance and all reasonable measures will be taken to finalise the process as soon as practicable.

The Course Coordinator, or their nominee, will then, if necessary, seek to clarify the outcome that the complainant hopes to achieve.

Such clarification may be sought by written or verbal request or by a face-to-face interview with the complainant. When such clarification occurs in a face-to-face interview the complainant or respondent may ask another person to accompany them.

The Course Coordinator, or their nominee, will then endeavour to resolve the grievance and provide a written report to the complainant on the steps taken to address the grievance, including the reasons for the decision, within ten working days. The report will further advise the complainant of their right to access the internal appeals process if they are not satisfied with the outcome of their formal grievance.

3.2 Stage two – internal appeal:

If a complainant is dissatisfied with the outcome of their formal grievance they may lodge an appeal with International Student Coordinator (who is senior to the original decision maker). A student has 20 working days to appeal a decision.

An appropriate person or committee will be appointed to consult with the complainant and other relevant parties within ten working days. Where possible such consultations should take the form of face-to-face interviews. The complainant or the respondent may ask another person to accompany them to these interviews.

Following the consultation, the International Student Coordinator, or their nominee, will provide a written report to the complainant advising the further steps taken to address the grievance, including the reasons for the decision, within ten working days. The report will further advise the complainant of their right to access the external appeals process if they are not satisfied with the outcome of their internal appeal.

3.3 Stage three – external appeal:

If the complainant is dissatisfied with the outcome of their internal appeal, they may lodge an external appeal to the Australian Council for Private Education and Training (ACPET). A student has 20 working days to appeal a decision.

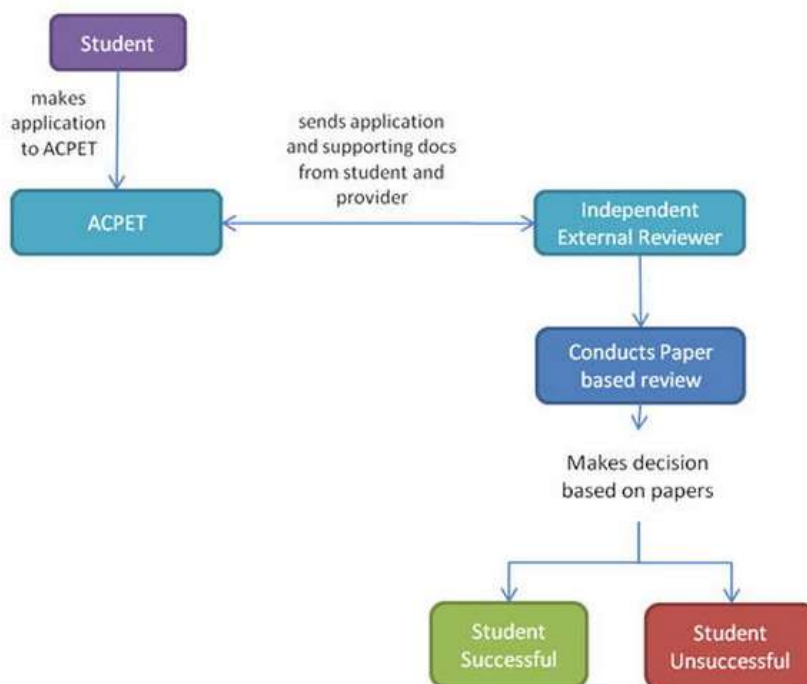
Students who wish to lodge an external appeal must complete the form at Appendix 1 and email it to: student.appeals@acpet.edu.au or post it to: PO Box 551 East Melbourne Vic 8002. Students must also pay ACPET a \$200 fee. If the student’s appeal is successful they will be refunded \$100 of this fee.

ACPET will write to both the student and the College acknowledging the application for the external appeal and advising of the deadline to provide supporting information for the external review. ACPET will arrange for an independent legal practitioner (“the external reviewer”) to consider the appeal. All documentation from the student and the College will be forwarded to the external reviewer who will examine and review the submissions and documentation. The external reviewer will provide their decision in writing to ACPET within one month of lodgement of the application. ACPET will forward decision to all parties.

The College agrees to be bound by the external reviewer’s recommendations and the International Student Coordinator will ensure that any recommendations made are implemented within 30 days of receipt of the report from the external reviewer.

The following flowchart provides a visual representation of the external appeals process.

ACPET External Review Process –
Post Student Application



Alternatively, the College may arrange for independent mediation through the Dispute Resolution Branch, Department of Justice and Attorney-General. There are six Dispute Resolution Centres throughout Queensland.

The Brisbane Centre is located on the 13th Floor, Central Courts Building, 170 North Quay, QLD 4000. Contact details are: Tel: +61 7 3239 6269; Fax: +61 7 3239 6284.

Students outside Brisbane may use the Toll Free Number: 1800 017 288.

At present there is no fee for use of this service, but this may change.

4. Student rights

If a complainant is concerned about the actions of the College they may approach the State Authority for CRCIOS Registration. the Department of Education. The Director-General of the Department of Education has the power to suspend or cancel the College's registration or the registration for a course if a breach of the requirements of registration provision is proved.

Concerns about the conduct of the College should be addressed to:

The Manager, CRICOS Registration
Office of Non-State Education, QLD Department of Education, Training and the Arts
PO Box 15033, City East, QLD 4002
Phone: (07) 323 71883 Fax (07) 3237 0004

Complaints must be made in writing

The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in this policy and procedure limits the rights of individuals to take action under Australia's Consumer Protection laws. Also, these procedures do not circumscribe an individual's rights to pursue other legal remedies.

The policy will be given to International Students before a contract is entered into or before an amount has been paid, whichever happens first. This policy will also be given to International Students again within 7 days of them attending a course, during the Student Orientation process.

5. Enrolment status

Where a student chooses to access this policy and procedure, the College will maintain the student's enrolment while the grievance handling process is ongoing.

6. Record keeping and confidentiality

A written record of all grievances handled under this procedure and their outcomes shall be maintained for a period of at least five years to allow all parties to the grievance appropriate access to these records, upon written request to the College.

All records relating to grievances will be treated as confidential and will be covered by the College's privacy and personal information procedures.

Transfer between registered providers policy

1. Background

The National Code¹ restricts approved providers of courses to International Students ("registered providers") from enrolling transferring students prior to the student completing 6 months of their principal course of study².

This policy is designed to ensure that Holistic Education College ("the College") does not enrol any transferring International Student prior to 6 months of their principal course being completed, unless that student has a valid Letter of Release agreeing to such a transfer, or if other specific conditions are met.

2. Students seeking to transfer to the College from another registered provider

The College will not recruit or knowingly enrol a student wishing to transfer from another registered provider prior to the student completing 6 months of their principal course of study except in the following circumstances:

- the original registered provider has provided a written Letter of Release;
- the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
- the original registered provider has had a sanction imposed on its registration by the government that prevents the student from continuing their principal course of study;
- a government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

International Students seeking to transfer to the College must comply with the College's enrolment procedures and meet the course entry requirements.

3. Students seeking to transfer from the College to another registered provider

The College will generally agree to a request from an International Student to transfer to another registered provider prior to completing 6 months of their principal course with the College; however in assessing such a request the following factors will be taken into account:

- the student requesting a transfer does not have a clear understanding of what the transfer represents to their study options;
- the student has not made an attempt to discuss the reasons for seeking a transfer with either the Course Coordinator or the International Student Coordinator;
- the student has outstanding course fees owing to the College;
- It is suspected that the student is seeking to transfer to another registered provider only to avoid being reported to DEEWR³ for failure to meet academic progress requirements.

Where it is assessed that one of the above factors applies, the student's request for a Letter of Release may be refused.

¹ Refers to the National Code of Practice for Registration Authorities and Providers of Education and Training to International Student 2007 Standard 7

² A principal course of study is usually the final course of study undertaken by the student. For example, if an international student is studying an English language programme followed by a Bachelors programme, the Bachelor degree is considered the principal course.

³ Refers to the Commonwealth Department of Education, Employment and Workplace Relations

In the circumstance that the College does not grant a Letter of Release, the student will be provided with a letter outlining the decision to refuse the request and informing the student of their right to appeal the decision through the College's grievance handling procedures.

Where a Letter of Release is granted it will be issued to the student at no cost and will advise the student of the need to contact DIAC⁴ to seek advice on any implications to their student visa.

Students will be advised of the outcome of the assessment of their request within five working days of the request being submitted.

Deferment, suspension and cancellation of study policy

1. Background

Under the requirements of the ESOS Act⁵ and National Code⁶, if an International Student (for the purposes of this policy "a student") has enrolled in a course with Holistic Education College ("the College") they are not permitted to defer commencement of their studies, or suspend their studies, except on the grounds of illness evidenced by a doctor's certificate, or other exceptional compassionate circumstances beyond the control of the student. If a student defers or suspends their studies on any other grounds, the College must report the student to DEEWR⁷/DIAC⁸ via PRISMS, as not complying with their visa conditions.

If a student is found to have engaged in academic or non-academic misconduct the College may suspend or cancel the student's studies. A student may also withdraw from a course and thereby cancel their study for their own reasons.

2. Student-initiated application for deferment or suspension of study

International Students may apply to defer their studies if they are unable to commence their course on the scheduled commencement date or for voluntary suspension of their studies if they are unable to attend the course for a specified period of time, in compassionate or compelling circumstances.

Compassionate or compelling circumstances are generally those beyond the control of the student and which are likely to have an impact upon the student's course progress or wellbeing and could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student will be unable to attend classes;
- death or illness of close family members such as parents or grandparents (where possible, a doctor's or death certificate should be provided);
- major political upheaval or natural disaster in the International Student's home country requiring emergency travel and this has impacted, or will impact, on the student's studies;
- a traumatic experience which could include:

⁴ Refers to the Commonwealth Department of Immigration and Citizenship

⁵ Refers to the Commonwealth Education Services for International Students Act 2000

⁶ Refers to the National Code of Practice for Registration Authorities and Providers of Education and Training to International Student 2007

⁷ Refers to the Commonwealth Department of Education, Employment and Workplace Relations

⁸ Refers to the Commonwealth Department of Immigration and Citizenship

- 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 psychologist's reports);
- where the College was unable to offer a pre-requisite unit;
 - Inability to begin studying on the course commencement date due to delay in receiving a student visa.

International Students may also defer or suspend their studies with the College for other reasons; however, the student will be required to provide compelling documentary evidence to support their request.

International students are advised of the circumstances and consequences regarding deferment or suspension of study prior to enrolment and during the student orientation process. International Students applying to defer or suspend their studies will be reminded on the *Application for Deferment of Commencement, Suspension or Cancellation of Studies Form* that a successful application may affect their student visa. International Students are advised to contact DIAC regarding the effect any deferment or suspension of studies may have on their student visa prior to formally lodging an application to defer or voluntarily suspend their study.

The maximum time allowed for a deferment or voluntary suspension of study is one year.

International Students who wish to defer the commencement date of their course must advise the International Student Coordinator in writing on the *Application for Deferment of Commencement, Suspension or Cancellation of Studies Form* of their request accompanied by documentation clearly demonstrating the compassionate or compelling reasons why the deferment should be granted.

3. Institution-initiated suspension of study or cancellation of enrolment

All International Students are subject to the potential for Institution-initiated suspension of study or cancellation of enrolment for both academic and non-academic misconduct (refer to the *International Student Handbook*). Note that suspension due to unsatisfactory academic performance is covered by the *International Student Satisfactory Course Progression Policy and Procedure*.

International Students will have been made aware of the circumstances in which their studies may be suspended for misconduct prior to enrolment and during student orientation.

In the event that the College intends to suspend a student's studies or cancel their enrolment, the International Student Coordinator will write to the student informing them of their intention to suspend or cancel the student's enrolment, the reasons for the decision, the intention to notify DEEWR/DIAC of the change in enrolment status, and advice to the student that if they wish to appeal the decision, they have 20 working days to access the College's grievance handling procedure.

4. Student-initiated cancellation of study

An International Student may voluntarily withdraw from a course at any time. In this case the student's enrolment will be cancelled.

International Students who wish to voluntarily withdraw from their studies must advise the International Student Coordinator in writing on the *Application for Deferment of Commencement, Suspension or Cancellation of Studies Form*.

In this case the student's enrolment will be cancelled and the College will access PRISMS to advise DEEWR/DIAC of the change in the student's enrolment status.

Satisfactory course progression policy and procedure

1. Background

The National Code⁹ is designed to support the integrity of the Australian Government's migration laws by requiring International Students to complete their course within its expected duration. Student visas include a condition that requires the student to progress through their course satisfactorily.

It is also a requirement that each International Student's course progress is systematically monitored and where students are at risk of failing to meet course progress requirements, that they are counselled and offered additional support to complete their studies.

Where an International Student continues to breach the course progress requirements they will be notified of the intention to terminate their enrolment and report them under section 19 of the ESOS¹⁰ Act so that they have an opportunity to appeal the decision.

2. Course progress requirements

International Students are required to maintain satisfactory course progress. Students do not meet Holistic Education College's course progress requirements if they:

- fail a particular unit of study more than once; or
- fail 50% or more of the units of study attempted in a compulsory term of study.

3. Monitoring course progress

3.1 Completion within expected duration.

The Course Coordinator monitors the progress of each International Student to ensure that they are in a position to complete their course within the expected course duration as specified on the student's eCoE. To check that a student has achieved satisfactory course progress the Course Coordinator will review the records of each enrolled International Student at the end of each term of study and make an assessment of whether the student is in a position to complete their course in the expected duration.

Where a student is assessed as being at risk of not completing their course in the expected duration the Course Coordinator will deem that student as being "at risk".

The Course Coordinator will contact each International Student who is deemed to be "at risk" and arrange an appointment for an academic counselling session to be held as specified below.

3.2 Satisfactory course progress

After the publication of results for each term of study, the Course Coordinator will compile a report which lists each International Student and their results for the term of study. Where a student has failed to meet the course progress requirements (as outlined in 2. above) the Course Coordinator will deem that student as being "at risk".

The Course Coordinator will contact each International Student who is deemed to be "at risk" and arrange an appointment for an academic counselling session to be held as specified below.

⁹ Refers to the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Student 2007

¹⁰ Refers to the Commonwealth Education Services for Overseas Students Act 2000

4. Students deemed “at risk” during a term of study

Where it becomes apparent that a student is “at risk” of not meeting satisfactory course progress prior to the end of a compulsory term of study an intervention strategy may be imposed at any stage during the term of study.

5. Intervention strategy for students deemed “at risk”

The Course Coordinator will contact each International Student who is deemed to be “at risk” in writing and arrange an appointment for an academic counselling session to be held within two weeks of that determination.

During the academic counselling session the Course Coordinator and the student will determine what additional support will be provided to the student. This may include, but is not limited to, the student:

- attending academic skills programmes;
- attending tutorial or study groups;
- attending at least 80% of scheduled classes in specified units of study;
- receiving individual case management;
- attending counselling;
- receiving assistance with personal issues which are influencing progress;
- receiving mentoring; or
- a combination of the above and a reduction in course load.

During the academic counselling session the student will also be advised:

- on the suitability of the course in which they are enrolled;
- of opportunities to demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency;
- of the possibility that conditions may be placed on their enrolment and that continued unsatisfactory course progress in two consecutive terms of study could lead to their enrolment being terminated, resulting in a report to DIAC¹¹ which may result in the cancellation of their student visa.

A record of the academic counselling session and any additional support to be provided will be documented and signed by the Course Coordinator and the student and placed on the student’s file.

6. Failing to meet course progress requirements

If after an intervention strategy has been put in place, an International Student fails to meet the course progress requirements in a second consecutive term of study, the Course Coordinator will advise the student in writing of the intention to report the student for not achieving satisfactory course progress (refer sample letter attached). The student will also be advised that they have a right to appeal the decision within 20 working days. During the period for lodging an appeal and, if the student lodges an appeal, during the period the appeal is being considered, the student has a right to continue their studies in the course.

After all complaints and appeals processes are finalised, or the student has chosen not to access the complaints and appeals process within 20 working days, the student’s enrolment will be formally terminated and the PRISMS Reporting Officer will report the student to DEEWR¹² via PRISMS. The student will be provided with a copy of the Section 20 notice generated by PRISMS.

¹¹ Refers to the Commonwealth Department of Immigration and Citizenship

¹² Refers to the Commonwealth Department of Education, Employment and Workplace Relations

7. Extension of course duration

It is acknowledged that International Students may not always be able to complete their course in the standard duration; therefore there is some flexibility to allow for extensions in a limited range of circumstances.

The duration of the student's study may only be extended where it is clear that the student will not complete the course within the expected duration, as specified on the student's eCoE, as the result of:

- compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student was unable to attend classes or where the registered provider was unable to offer a pre-requisite unit)
- implementing an 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.

Where there is a variation in the student's load which may affect the student's expected duration of study this variation and the reasons for it must be recorded on the student's file. The College will report the student via PRISMS and/or issue a new eCOE when the student can only account for the variation/s by extending their expected duration of study.