

STUDENT HANDBOOK

— INTERNATIONAL —

2024





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1. Welcome

Welcome to Central Australian College. The information in this student handbook has been developed to aid your integration into Australia and help you in understanding your study requirements. The purpose of this handbook is to introduce you to the services available at Central Australian College (CAC).

Central Australian College is a CRICOS Registered Training Organisation (RTO) that meets federal and state educational standards. It is regulated by Australian Skills Quality Authority (ASQA) and it follows and abides by the Standards for the NVR RTOs. We deliver Nationally Recognised Training package qualifications which are taught by qualified industry experts in the business, management, marketing and automotive courses.

Central Australian College is equipped with modern style classrooms, library resources, student recreational areas including workshop facilities and computer labs with free access to internet and email.

The learning environment is supportive and encourages independent learning. Our programs are delivered in a personalized learning environment with a student focused approach.

2. Living in Australia

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

Victoria - Melbourne

Melbourne is the capital of the state of Victoria and set around the shores of Port Phillip Bay with its beautiful beaches and water sports facilities. The city itself is laid out in a large rectangle and boasts a lively and cosmopolitan pulse. Melbourne is world-renowned for its cultural influences, restaurants and cafés and is the sporting capital of Australia.

Climate: Melbourne enjoys a temperate climate with four distinct seasons in the year - spring, summer, winter and autumn. Melbourne does not have a specific wet season - it can rain at any time of the year.

Accommodation Assistance CAC does not have its own accommodation facilities for overseas students; however, we refer accommodation providers upon receiving request from the students. You are advised to send an email to admin@cac.edu.au or contact student services for referrals.

Hobart – Tasmania

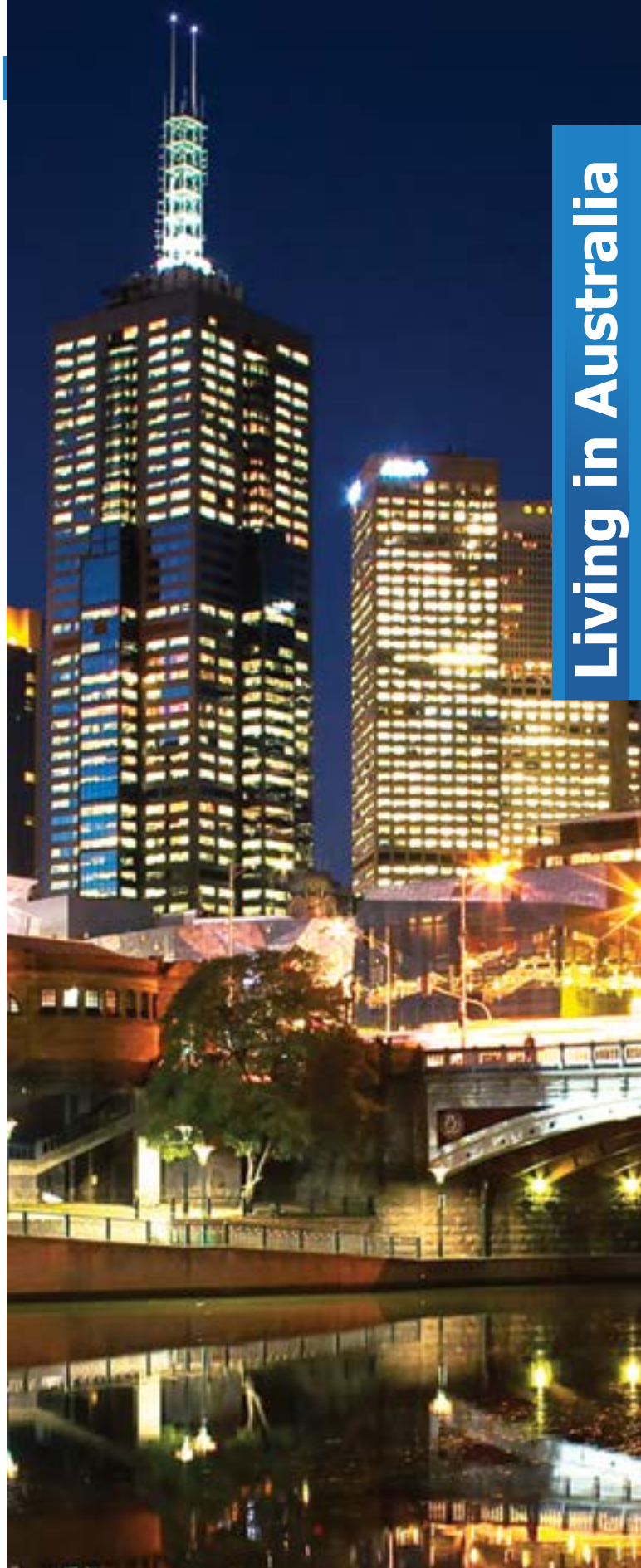
Tasmania is a modern, vibrant and unique place to live and study. Hobart is the capital city of Tasmania; it offers a blend of heritage and lifestyle with heaps of activities. By choosing Hobart you will experience an Australian study destination with fewer international students than other Australian regions. This means that your English Language skills will improve quickly, and you will have fantastic opportunities to meet local friends.

Climate - The climate of Hobart, is oceanic, with mild, rainy winters and cool, quite rainy summers.

Accommodation

It is recommended that your accommodation arrangements be organised prior to your arrival in Australia. The Student Support officer can provide information, advice, and guidance on the types of accommodation services available to students prior to arrival in the case of a need to change arrangements whilst in Australia. The types of accommodation available in Australia are many and varied and brief descriptions of some of the options are listed below:

- **Homestay / Private Board** With homestay, you will live with a family in their home. Homestay can be a good option for younger students as you will have all the comforts of an established home, often with meals and cleaning included. Families offering homestay accommodation to international students are thoroughly screened to ensure they can provide a suitable living environment for students.
- **Short-term accommodation** Short-term accommodation options you might want to consider when you first arrive in Australia include: Hostels and discounted rates on hotels.
- **Temporary housing** which may be offered through your institution while you get settled. Talk to your institution's international support staff or check their website for details.
- **Private Leasing / Rentals** The rental market offers a wide range of housing options. Signing a lease on your own for an



apartment, flat or house can offer you an independent lifestyle and privacy. You may also plan to stay in this property for the duration of your course. It can however be very expensive if you choose to live by yourself, as you are solely responsible for the rental payments plus the connection fees for utilities and then ongoing bills. Generally, tenants are responsible for connection and usage of water, electricity and other amenities.

Living Costs

The information in this section outlines the estimated cost of living for an international student living in Australia. When calculating the costs of living in Australia students should budget for accommodation, food, health care, transport, books, clothing and entertainment. The following table is only a guide to the living costs in Australia and these expenses will vary depending on the student's lifestyle

Weekly Cost (other than rent)

Hostels and Guesthouses - \$90 to \$150 per week
 Shared Rental - \$95 to \$215 per week
 On campus - \$110 to \$280 per week
 Homestay - \$235 to \$325 per week
 Rental - \$185 to \$440 per week



Other living expenses

Groceries and eating out - \$140 to \$280 per week
 Gas, electricity - \$10 to \$20 per week
 Phone and Internet - \$15 to \$30 per week
 Public transport - \$30 to \$60 per week
 Car (after purchase) - \$150 to \$260 per week
 Entertainment - \$80 to \$150 per week
 Annual Living Cost Minimum cost of living
 You - \$21,041 | Partner or spouse - \$7,362 | Child - \$3,152
 Establishment Costs Bond: 4.333 x weekly rent (usually 1 month's rent) The cost may vary depend upon standard of living and time.

For more information visit / www.studyinaustralia.gov.au

Please Note:

- The above estimates are in Australian dollars (AUD\$) and these estimates are subject to change.
- The cost may also vary depending upon standard of living and time.
- Don't forget these costs do not include expenses relating to mobile phones, car or computer expenses. • Tuition Fees are not included in these living costs estimates.
- It is recommended that students allow a minimum of AUD 21,041.00 per year to cover their living costs. It is also recommended to allow an extra AUD 2000.00 for costs that you may incur while settling in – such as food, transport, and any personal items you may require.

Renting a property

You can rent or 'lease' a property by yourself or with friends. This can be done through a real estate agent or privately. There are often rental and share house options posted on boards at your institution or share house websites.

If you rent a property, you will need to pay a security deposit or 'bond' (which is usually four weeks' rent), as well as rent in advance (also usually four weeks). The bond is held by the relevant state government department e.g. Residential Tenancy Authority, and is used to pay for any damages that you, your house mates or house guests may cause to the rental property. Some, or all, of the bond may be refunded to you when your lease ends.

For more information on your rights and obligations when renting in Australia, visit the website of the relevant Fair Trading government agency in your state and territory.

- Consumers affairs Victoria - <https://www.consumer.vic.gov.au/housing/renting>
- Tasmanian Government - <https://www.cbos.tas.gov.au/topics/housing>



Health and Safety

Australia is generally a very safe place to live and study, but it is still important to be aware of the risks that exist.

Wherever you are in Australia, if there's a life-threatening emergency, call 000 (zero zero zero). It's a free call, even from your mobile. An operator will answer and will ask which of the following services you need:

- Police
- Fire
- Ambulance

If you're not sure which one you need just tell the operator what you are calling about and they will help guide you. If you don't speak English, tell the operator your language and you will be connected to a translator who will be able to assist.

It is important to remain calm. The operator will ask questions, such as: where are you located, what is the emergency, and how many people are involved.

Here are some examples of when you should call 000:

- Someone has been seriously injured or is in urgent need of medical help.
- If your life or property is being threatened.
- If you have just witnessed a serious accident or crime.

Sun and water safety

The Australian sun can be very hot and may be stronger than what you are used to in your home country.

There are some steps you can take to protect your skin:

- Check the weather forecast before you plan on being outdoors - www.bom.gov.au
- Wear sunscreen protection (such as SPF30+ water resistant sun cream) and apply before you go outside.

- Apply sunscreen at least 25-30 minutes before swimming and ensure you re-apply sunscreen after swimming.
- Wear a hat and UV protective sunglasses.
- Avoid spending time in the direct sun between 10am and 4pm, as this is when the sun is strongest.
- Make sure you follow these tips even when it isn't sunny – you can still get burnt on cloudy or overcast days.

Australia has many beautiful beaches and waterways, but it is important to take care when swimming. Here are some tips for staying safe in the water:

- Never dive into water if you are not sure how deep it is.
- Only swim at patrolled beaches (a beach where there are lifeguards on duty - look for signs) and always swim between the red and yellow flags where lifeguards can see you.
- Many Australian beaches have 'rips'. These are strong underwater currents that can be hard to spot but which can draw you away from the shore quickly. If you swim between the flags you should not have any problem with rips. If you do find yourself in a rip, try not to panic or swim against it. Stay with your surfboard or other floating device if you have one. Swim gently parallel to the beach out of the rip zone, or wave and call for assistance from lifeguards or other swimmers and surfers.

For more information on water safety visit the Surf Life Saving website

Fire safety

Fire awareness is essential in Australia, even in city and urban areas. If you experience a fire emergency, follow these steps:

1. Call 000 from any phone or mobile – it is a free call even from a mobile phone.
2. Say the word "fire" to the operator.
3. Don't speak English? Just tell the operator your language and wait for instructions.
4. Answer the questions the operator asks.

What to do if there's a fire

In case there's a fire at home, plan a way to get out in advance. Don't block doorways or windows, and make sure you can open your windows – they can get stuck in older buildings. Have a specific place for keys and your phone, so if you have to leave in a hurry you know exactly where they are and can call emergency services.

Bushfires

Australia is a big country. Many international students come to experience the wonders of Australia's great outdoors. Wherever you are studying, there are always bushwalking, beach and camping activities within reach.

In the months between October and March, parts of Australia can experience extreme heat and, with that, bushfires. These can be frightening for visitors unfamiliar with these conditions.

If you are out in the bush when there is smoke, or a fire, do not ignore the danger. It is important to act early and make a decision. The following advice can help you make the right decision in the event of a nearby bushfire.

- Always plan ahead on days of extreme heat and high winds. If visiting a national park it, contact the visitor information centres for safe tourist activities and locations.
- Let friends know of your travel plans on the day.
- If you have mobile reception, check ABCemergency on Twitter for any bushfire alerts in your area. Call 000 (emergency) if you are in danger and say 'fire' to the operator.

- Do not attempt to drive through a bushfire. Tune your car radio to your local ABC radio station for updates on bushfire emergencies in your area.
- Always carry plenty of drinking water and sun protection as fires can generate intense heat in the area and cause dehydration.
- On days of a total fire ban, open fires (such as camp fires) are strictly prohibited.
- Always follow the advice and instructions of local emergency services, such as the police and fire brigade.

For more information bushfire safety visit www.abc.net.au/news/emergency/plan-for-an-emergency/bushfire/

Medical Services

Students are required to get an appointment with General Practitioners (GP) for medical conditions and prescription medicines. If you require medication, pharmacies or chemists are the place to go. In Australia, pharmacists are not able to give certain medications unless prescriptions are available from the doctor. Therefore, it is important to see the doctor to obtain certain medications. Student administration officers can provide you with a reference to the nearest GP from the college. Student support officers will be able to provide students with assistance in finding an appropriate medical professionals.

Opening a Bank Account

Upon arrival foreign currency or 'Travellers' cheque can be changed to Australian dollars at any money exchange or banks. Students are advised to open a bank account as soon as they arrive. You will be required to provide visa details and evidence of residency. All major banks have branches in cities and regional centres.



Health Cover

International students must have Overseas Student Health Cover (OSHC) while in Australia for the duration of their study. OSHC is a health insurance that will cover the cost of medicare and hospital care. OSHC must be paid before a student visa is issued. For more information on OSHC please visit www.health.gov.au or www.studytasmania.tas.gov.au

Arrival Assistance

An airport pick-up service is available to international students, upon request. This is usually undertaken as part of a meet and greet service, and usually requires at least one week's notice to the College by email to admin@cac.edu.au, prior to your arrival. You can also find the student welcome desk at Melbourne Airport run by the government. For welcome desk opening hours please visit studymelbourne.vic.gov.au

Airport to Hobart

Taxi: The approximate cost of a taxi from the airport is \$40 to central Hobart and \$45 to Sandy Bay. Phone: 132 227 or 131 008 or www.taxicombined.com.au

Airport shuttle bus service: This operates from the airport to the CBD and surrounding regions. The current price from the airport to Hobart is around \$19.

See www.skybus.com.au/hobart-express/ Bus services: For information, timetables and route maps for metropolitan bus services once you have arrived in central Hobart, please refer to www.metrotas.com.au

Orientation programs

Orientation sessions are conducted for the international students prior to the commencement of the course. Orientation programs helps overseas students familiarize with the CAC's expectations, rules and facilities, and introduce the social and cultural norms which overseas students need to be aware of while in Australia.

CAC gives all overseas students access to an age and culturally appropriate orientation program. This includes making the program available to late arrivals or overseas students who begin at different entry points.

Health and Safety at Campus

The college complies with all relevant Occupational Health and Safety legislation. All college staff actively take steps to identify hazards that could cause harm to participants in the learning environment. Where possible, staff will take action to remove or control these hazards and will report the hazard to the appropriate on-site personnel. Where applicable, students must take responsibility for their own health and safety and that of their fellow students. This means students must follow all safety rules, procedures and the instructions of college staff. For more information please refer to critical incident policy and procedure.

All Automotive students must wear Personal Protective Equipment (PPE), at all time while conducting practical in the Automotive workshop.

In the unlikely event that the CAC needs to evacuate the building, you must exit the building safely according to the CAC's Fire Evacuation procedure. Maps for emergency evacuation, fire exits, location of fire extinguishers are available in all the level of the Campus. You will be made aware about the evacuation procedure and emergency exits during your orientation.

Evening Classes

CAC runs evening sessions for some courses, learners attending the evening classes must take precautions and safety measures while travelling home from work.

Public transport safety

Public transport is reliable and widely used in Australia, particularly in metro and urban areas. Several security measures have been implemented to maximise the safety of public transport users including security officers and guards, help points, good lighting and security cameras. However, you should still use caution when travelling on public transport:

- Avoid isolated bus, rail and tram stops.
- Check transport timetables to avoid long waits, particularly at night.
- Train carriages nearest to the driver or guard are lit and safest at night.
- If you find yourself left in a train carriage on your own or with only one other person you may feel more comfortable moving to another carriage.

For more in depth advice on public transport safety, visit the Victoria Police website - <https://www.police.vic.gov.au/public-transport-safety>



3. Student Visa Obligations

a) Overseas Student Health Cover

All international students are required by the Department of Home Affairs (the DoHA) to maintain Overseas Health Cover (OSHC) for the duration of their student visa.

The OSHC premium cover must be paid before a student visa is issued – usually at the same time as the tuition fees. The cost of OSHC will be indicated on your letter of offer. OSHC is also charged on a pro-rata basis for shorter courses.

OSHC contributes to the cost of medical expenses while in Australia. Overseas student health cover (OSHC) is a health insurance that provides cover on the costs for medical and hospital care which international students may need while in Australia. OSHC will also pay for most prescription drugs and emergency ambulance transport. In general, the OSHC entitles you to free hospital cover and 85% of standard doctor's fees.

Central Australian College preferred health provider is BUPA. If you have requested OSHC through CAC, we will organize this for you. BUPA website also provides valuable information in OSHC (www.bupa.com.au).

You can refer to this website to find out precise information on:

- The range of services covered by this provider
- What reimbursements you may be entitled to
- The location where you can meet representatives
- Application forms
- How to lodge a claim

Our International Student Support Officers can assist you with procedures for ordering your membership card online, or advice on lodging applications.

If you require emergency medical attention, public hospital emergency departments are available. If you require medication, pharmacies or chemists are the place to go. In Australia, pharmacists are not able to give certain medications unless prescriptions are available from the doctor. Therefore, it is important to see the doctor to obtain certain medications.

You can find out more about purchasing OSHC at <http://www.health.gov.au>

b) Full Time Study

Australian law requires International students to study full time. A full-time study load is normally a minimum of 20 hours per week for at least 40 weeks each calendar year or continuous 12 month period.

For ELICOS students you must have a minimum of 20 hours face to face scheduled course contact per week and any other scheduled contact hours required by the course.

c) Maintaining Attendance and Course Progress

Key terminologies:

Stages: Stages are study periods divided according to the numbers of units of competency to be completed in a course. The stages play a vital role in monitoring course progress.

Term: At CAC, term is typically a study period of 11 weeks (excluding term breaks and reassessment weeks. No of terms varies as per the duration of the course. For example courses that are 52 weeks in duration, typically have four terms, whereas courses that are 26 weeks in duration have two terms.

i) Attendance

International students are required to meet their attendance requirement. If your attendance drops below 80% over any study period the College is required to review your involvement, counsel you, implement an intervention strategy.

Monitoring Attendance

- ELICOS

Central Australian College monitors students academic progress in terms of the numbers of units completed in each stage. For foundation skills qualification - English as an Additional Language (EAL) and ELICOS courses students are required to maintain 80% attendance. If your attendance drops below 80% over any study period the college is required to review your involvement, provide opportunity for consultation and implement an intervention strategy. If your attendance is unsatisfactory and you have unsatisfactory academic progress you will be reported to DoHA.

Where a student has been assessed as not achieving satisfactory attendance, CAC will notify the student of its intention to report the student. The written notice will inform the student that he or she is able to access CAC's Complaints and Appeals process and that the student has 20 working days in which to do so.

- VET Courses

International students are required to meet their attendance requirement. If your attendance drops below 80% over any study period the College is required to review your involvement, counsel you, implement an intervention strategy.

Your attendance will be closely monitored and if you are at risk of not meeting your course requirements due to poor attendance a notification letter will be sent to you.

You need to remember that maintaining satisfactory attendance in your course and course progress for each study period is a part of your student visa condition 8202. For more information on attendance you can request a copy of the Monitoring Course Progress Policy and Procedure from the Student Administration.



- Duty of Care

It is your obligation to inform your Trainer/Assessor, Student Administration and the Training Manager of your reasons for absence. In case of absence, students are required to provide medical certificate. Your absence will be considered only under compelling and compassionate circumstances. If you are absent for more than 5 days without informing the college or if you are at the risk of not attending for at least 80% of the scheduled course contact hours Student Administration will contact you to find out the reasons for your absence.

ii) Academic Progress

Upon your enrolment in the course of study. You will be provided with the timetable, which provides you with the serial order of unit of competency (subjects) that you will study and be assessed on to complete the qualification.

International students are required to maintain satisfactory academic progress during their course of study. Academic progress risk level is identified by the number of units assessed as 'Competent' within each stage – that is, a student must be deemed 'Competent' in at least 50% of the total number of units assessed throughout each stage of the study period (term).

As per the ESOS legislation, you are deemed to have unsatisfactory academic progress if you fail in more than 50% of units in any two consecutive study periods. Failing a unit means being assessed as "Not Yet Competent" for a completed unit. A failure in more than 50% of units in one study period will trigger a review of academic progress by CAC and the implementation of an intervention strategy to provide you with necessary support.

In order to have the best chance of maintaining satisfactory progress you must:

- Attend all theory and practical classes and pay attention to the work and activities undertaken in class
- Study the theory and practice the skills that are taught in class
- Ensure that you are present for all assessment activities scheduled by the teachers
- Make an appointment with the Student Support Officer if you are having any difficulties with your studies.

In addition to the above minimum requirement CAC will consult with you to identify the cause of poor academic progress and an intervention strategy is planned by your Trainer/Assessor if you are at the risk of not meeting the academic requirements.

In case, you are unable to demonstrate competence at a given time, you will have two more opportunities to be re-assessed. If you fail to be competent in these attempts within the term, an intervention strategy is activated to complete the unit simultaneously without affecting the ongoing timetable. Consultation and intervention may be triggered by any of the following events:

- Failing key units in a study period
- Failing two or more core units in any study period
- Falling short in attendance for EAL and ELICOS students
- Erratic course progress, for example unsatisfactory course progress in non consecutive semesters or continuous absence.

As per the CAC Monitoring Course Progress Policy and Procedure CAC will follow step by step process of notifying students of their poor academic progress. This will include:

- i. Notification letter is now -
 - a. Implication on enrolment
 - b. Warning letter - when your progress falls below 50% in a stage
 - c. Intention to report - when your projected academic progress falls below 50% for two consecutive study periods
- ii. Warning letter when your academic progress falls below 50% for a completed stage
- iii. Breach letter when you are below 75% academic progress in your current term after falling below 50% in your previous term.

(For further details of each stage please refer to Monitoring Course Progress Policy and Procedure)

d) Change of Address

Upon arriving in Australia you are required to advise CAC of your residential address and telephone number and of any subsequent changes to your residential address. This is extremely important. Under Section 20 of the Education Services for Overseas Students (ESOS) Act 2000 CAC is obliged to serve a notice at your last known address if you breach a student visa condition relating to attendance or academic performance. CAC may also send notification and warning letters to you which is aimed to help you monitor your academic progress and to prevent you from breaching your visa conditions. It is your responsibility and in your own interests to ensure that you always update your address details at CAC to ensure you receive important information about your course, fees and possible breaches of your student visa.

You may also find additional information on student visa issues which is available on the DoHA website at <http://www.immi.gov.au>

e) Changing College

The National Code 2018 restricts the students to change providers prior to completing six months of their principal course. Central Australian College will not allow students to transfer to another provider within six months of the commencement of their principal course of study in circumstances where the transfer would be detrimental to their training plan.

Students wishing to apply for a letter of release will need to complete an application form requesting for a Letter of Release, available from the CAC Admin. There is no cost for applying for a letter of release; however students will need to contact DoHA to seek advice on whether a new visa is required.

Internal Transfer: Overseas student can apply for an internal transfer, if they wish to transfer course or to a different CAC campus.

All applications will be assessed on the basis of the Overseas Student Transfers Policy and Procedure, Conditions of Enrolment, the Training plan and declaration submitted by the student in their application.

Students must include documented evidences supporting circumstances or reasons for seeking a release letter with the application.

f) Student under age of 18

All students studying at CAC must be at least 18 years of age at the time of arrival in Australia or else provide evidence that they will turn 18 when they arrive in Australia. Prospective students applying for a course, who are under 18 years of age at the time of application, must have their application signed by their parents or legal guardian in order for their application to be considered.

g) School Aged Dependents

If you are to be accompanied by any school aged dependant's you are required to ensure that they are enrolled in a school. The options are enrolling in a Government or Private School. In both cases you will be required to pay fees.



4. Academic Procedures

i. Approaches to course delivery

Number of approaches to course delivery is used by CAC. Course delivery methods may include: teacher led classroom delivery, workshops, practicals, seminars, tutorials and supervised study. During the class time, students will be expected to participate by answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations and getting involved in role playing situations. Tutorials are carried out in classroom, at the training workshop, and simulated workplace environment.

Delivery is a minimum of 20 hours per week over 3 days.

ii. Timetables

Each student will be provided with study timetable during their orientation, when they visit their Trainers/Assessor. Your timetable consists of the serial orders of the unit of competency delivery and assessment schedule. It also includes stages and term breaks. Your timetable will be aligned to your duration within your CoE (Certificate of Enrolment). You will be required to gain competency in each unit in order to successfully complete the qualification.

iii. Assessments

As mentioned above your assessment schedules and timelines will be assigned as per your timetable and upon the discretion of your trainer and assessor. Therefore it is recommended that you consult with your trainer/assessor regarding your assessment deadlines.

Each unit of competency will have minimum of two assessment methods. The assessment methods varies according to courses and may include:

- Written/ Oral Questions

- Project/ Case Study
- Presentation
- Practical Demonstration/ Observation/ Role Play
- Report
- Self Assessment
- Problem Solving
- Workplace Documentation/ Portfolio

For each assessment task of the unit you will be awarded the following competencies:

C - Competency achieved/pass

NYC or CNA - Competency not achieved/fail

W - Withdrawn/discontinued

RPL-G Recognition of prior learning - granted

RPL-NG - Recognition of prior learning - not granted

CT - Credit transfer

CA - Continuing activity

NAS - Non-assessable activity - withdrawn or not satisfactorily completed (82)

NYS - Not yet started

Students will have the right to appeal the competency decision if you are not satisfied with your results.

iv. Qualification Issuance

You will be able to apply for your Certification documents once you complete all the requirements of the course. Students completing all assessment requirements for units of competencies within a qualification will be awarded a full qualification certificate corresponding to the completed course.

You can apply for statement of attainment in case if you choose to complete only a unit or multiple units of competencies. Provision for Certificate issuance within 7 days is provided with additional service charge of \$ 150. Conditions Apply*

- 7 days from the competency achieved date for the last assessment.
- Payment of outstanding tuition fees

In case if you want your certificate to be collected by a third party written authorisation letter must be submitted along with the 'Certificate Application Form. If you want CAC to post the certificates, you need to mention it in the 'Certification Application Form' and provide your current address.

Replacement certificates can be issued to you when your original certificate has been lost, stolen, destroyed or damaged. You can apply for replacement certificate by filling up 'Application for Replacement Certificate' and the payment of \$50 must be made at the time of application. In this case, you must indicate how you would like to receive the Replacement Certificate. It would take 7 business days to issue the Replacement Certificate.

v. Course Credit

Students have the right to request for Credit Transfer for any unit of competency and/or modules where you can provide evidence of AQF (Australian Qualification Framework) Certificate issued by any other RTO (registered training organisation) or AQF authorised issuing organisation or authenticated VET transcripts issued by the Registrar.

If you have any prior Nationally Recognized Training Qualifications or Statements of Attainment for the units completed within Australia, you may be eligible for Credit Transfer. Credit will be granted in accordance with the CAC Course Credit Policy and Procedure. If you believe that you may be eligible you will be required to apply for Credit Transfer within 20 days of the first term of study in your enrolled course. You can request for Credit Transfer by filling out the Credit Transfer Application Form which is available at the reception.

Credit Transfer is at no cost for the students. However, if the application for course credit has been requested after the course commencement and the outcome reduces the duration of the course, CoE variation fee will apply (only for international students).

CAC strictly follows the 20 days rule:

- i. According to this students have 20 days from the day of their enrolment to request for Credit Transfer.
- ii. Student's failing to apply within 20 days will not be given any credit transfer hence will not have any changes in the duration and fees of their course.
- iii. Any Credit Transfer offered after 20 days will incur full fees for the students.

Credit Transfer outcome will be granted within 14 days of the application. You are required to accept your credit outcome, if you fail to acknowledge the Credit Transfer outcome within 7 days, Credit Transfer will be processed so as not to disadvantage the learners.

If your request for course credit gets approved it may lead to shortening of your course:

- a. If the course credit is granted before the student visa grant, this will be indicated in your CoE as reduced by course credit
- b. If the course credit is granted after the student visa grant, this change in course duration will be reported via Provider Registration and International Student Management System (PRISMS) to the Department.

For more information, refer to Credit Transfer Policy and Procedure available at cac website: <https://cac.edu.au/policies-and-procedures/>

vi. Plagiarism and Cheating

CAC considers plagiarism and cheating as serious student misconduct and this may result either in a student's exclusion from a unit or course or may have to complete a re-assessment depending on individual case.

All students are expected to submit their own work for projects/ assignments. Cheating means to seek to obtain an unfair advantage in an examination or written, oral or practical work, required to be submitted or completed for assessment in a course or unit of study and includes the resubmission of work that has already been assessed in another unit.

Plagiarism means to take and use another person's ideas and or manner of expressing them and to pass them off as one's own by failing to give appropriate acknowledgement, including the use of material from any source, staff, students or the Internet, published and unpublished works.

The students are advised to give proper referencing for any sources used in their reports. CAC prefers APA style of referencing. You can request your trainer and assessor to give you a guideline on how to use APA style of referencing.

Refer to CAC Plagiarism & Cheating Policy and Procedure available at www.cac.edu.au.

5. ELICOS Program

Course entry requirement:

All individuals interested in doing ELICOS courses offered at CAC are required to undertake a Pre-training Review which includes English placement test (LLN), unless a recognized English language certificate has been provided. This will apply to students who have enrolled in both onshore and offshore.

The students' reading, speaking, writing and listening ability will be assessed using the English Placement Test. The students will be placed in a course that is appropriate to their current English proficiency using the results of the English Placement Test and interview.

If the results of the English Placement Test differ from those written on any English language certificate provided by a student to CAC as proof of English language ability, the student will be placed in an appropriate course using the English Placement Test results. The Placement Test is conducted by ELICOS assessors. The test will also help CAC to identify any areas where the individuals may need support to complete the chosen course, so that we can make the appropriate support arrangements, and customize training plan for the individual.

Alternatively, CAC may offer you enrolment in another course, for which you must meet all the entry requirements, at no extra cost. You have the right to choose whether you would prefer a refund of unspent tuition fees, or to accept a different course.



Speaking



Listening



Writing



Reading

General English Level I (GE I)

General English course supports you to improve your reading, writing, speaking and listening skills to access higher level courses, for everyday communication for travel, or casual work in an English-speaking country

CRICOS: 096453K

Course Duration: 10 weeks

Holidays: 1 week may vary depending on the time of enrolment

Total Tuition Hours: 200

Delivery mode: Classroom based, with course book lessons followed by skill extension activities

Assessment mode: Weekly formative assessment – reading, writing, listening and speaking exercises; Summative assessment.

Assessment methods include:

- Sentence repetition
- Information Transfer
- Responsive Listening
- Dictation - Interactive Speaking
- Interview Role Play
- Discussion and Conversation
- Multiple Choice
- Picture Cued Task

Entry requirements:

Students entering at this level will have elementary level of English proficiency determined by the English Placement Test (LLN test)

Or have a recognized IELTS IELTS score of 2.0 - 3.0 and PTE 23

Possible pathways for further study: Student who successfully complete GE I will gain direct entry to CAC's General English II program



General English Level II (GE II)

General English course supports you to improve your reading, writing, speaking and listening skills and build on vocabulary and grammar to meet the communicative demands of everyday situations. It will enable you to develop language skills in a range of familiar context and to access higher level courses.

CRICOS: 096454J

Course Duration: 10 weeks

Holidays: 1 week may vary depending on the time of enrolment

Total Tuition Hours: 200

Delivery mode: Classroom based, with course book lessons followed by skill extension activities

Assessment mode: Weekly formative assessment – reading, writing, listening and speaking exercises; Summative assessment.

Assessment methods include:

- Paraphrase recognition
- Responsive Listening
- Information Transfer
- Role Play
- Discussion and Conversation
- Matching Task
- Gap filling - Guided questions and answers

Entry requirements:

Students entering at this level will have pre-intermediate level of English proficiency as determined by the English Placement Test (LLN test)

Or have a recognized IELTS score of 3.5 - 4.0 and PTE 26 - 28

Possible pathways for further study: Student who successfully complete GE II will gain direct entry to CAC's English for Academic Purpose I (EAP I) program.

English for Academic Purpose I (EAP I)

The EAP program has been designed for international students, in order to develop their language skills to meet the academic requirements to gain an entry into higher education programs at Central Australian College or other education providers including registered training organisations (RTO), TAFE and universities in Australia. This course is important in developing learners' language skills in a range of further education context.

CRICOS: 096455G

Course Duration: 10 weeks

Holidays: 1 week may vary depending on the time of enrolment

Total Tuition Hours: 200

Delivery mode: Classroom based, with course book lessons followed by skill extension activities

Assessment mode: Weekly formative assessment – reading, writing, listening and speaking exercises; Summative assessment.

Assessment methods include:

- Intensive Listening
- Paraphrase recognition
- Authentic listening task
- Oral presentation
- Interactive reading
- Short answer task
- Note taking and outlining
- Vocabulary assessment task
- Paragraph construction task

Entry requirements:

Students entering at this level will have intermediate level of English proficiency as determined by the English Placement Test (LLN test)

Or have a recognized IELTS score of 4.5 no band less than 4 and PTE 29 - 35

Possible pathways for further study: Student who successfully complete EAP I will gain direct entry to CAC's EAP II program.

English for Academic Purpose II (EAP II)

The EAP program has been designed for international students, to develop their language skills to meet the academic requirements to gain an entry into higher education programs. This course is important in developing learners' language skills in a range of further education context, to work independently and initiate and use support from range of resources, to be able to read complex texts, to be able to carry out complex tasks in further education context.

CRICOS: 096456G

Course Duration: 10 weeks

Holidays: 1 week may vary depending on the time of enrolment

Total Tuition Hours: 200

Delivery mode: Classroom based, with course book lessons followed by skill extension activities

Assessment mode: Weekly formative assessment – reading, writing, listening and speaking exercises; Summative assessment.

Assessment methods include:

- Intensive Listening
- Paraphrase recognition
- Authentic listening task
- Oral presentation
- Interactive reading
- Short answer task
- Note taking and outlining
- Vocabulary assessment task
- Paragraph construction task

Entry requirements:

Students entering at this level will have upper intermediate level of English proficiency as determined by the English Placement Test (LLN test)

Or have a recognized IELTS score of 5.0 no band less than 4.5 and PTE 36 – 41

Possible pathways for further study: There are no formal articulation in place however, students who complete the English for Academic Purpose II course are eligible to enrol in vocational education training programs at Central Australian College or other RTOs or TAFE.



6. Student Administration Information

a) Paying Fees

The written agreement between Central Australian College and yourself sets out the services provided, fees payable and information in relation to refund of tuition fees. The student agreement is part of the Letter of Offer which includes Course Details, Course Fees and Charges, Conditions of Enrolment, Fee Payments and Refunds, Change of Address, Privacy and Students Declaration.

Students are not required to pay more than the initial tuition fee amount as stated on their offer letter (or more 50% of the tuition fee) before the start of the course. However, students have a choice to pay more than 50% of the fees or the full course fees up front if they wish to. Any amount of fees paid before the start of the course will be reflected on the student's Confirmation of Enrolment (COE).

Students can exercise the option of making full payment in advance or making the partial payment, they can indicate their choice in the International Student Application Form.

Payments not made in accordance with the agreed Payment Plan or by the agreed due date will incur a late fee of \$50 per week. If the student opt for monthly payment plan they will be required to make the payment via direct debit on first of every month.

Continued unpaid fees will result in the automatic cancellation of a student's enrolment at the end of any appeals process. International students are required to demonstrate to the Australian government sufficient funds to cover their studies in Australia. As such financial hardships is not considered grounds for appeal.

The tuition fee charged to the student will remain the same provided the student remains enrolled in the same course. If the student changes course a new tuition fee will apply.

The college does not accept liability for any fees paid to an agent or third party in relation to an application for enrolment.

b) Tuition Protection Services

Protection of tuition fees paid in advance by student visa holders is undertaken in accordance with ESOS requirements and the Tuition Protection Service Framework.

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



c) Orientation

Upon receiving your Certificate of Enrolment (CoE), CAC Student Administration will schedule your orientation. The orientation program will provide you with an opportunity to find out about the student support services provided to you in adjusting to study and life in Australia.

In the case, students have not sit for the Language, Literacy and Numeracy, the students will be required to sit for LLN test, aimed at identifying students learning needs and additional support required for the completion of the training program.

As per the Standard 6 of the National Code, Education Services for Overseas Students Act 2000 (ESOS Act) it is the providers' obligation to support student to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory academic progress towards meeting the learning outcomes of the course.

Please take your orientation seriously if you fail to attend the orientation program on time you need inform the Student Administration the reason for your absence. If you do not contact the student administration or do not attend the class for two weeks following the course start date, your Certificate of Enrolment (CoE) might be cancelled on non-commencement. Cancellation of Certificate of Enrolment may impact your students' visa condition.

d) ID Cards

Your student identity cards will be issued at the student reception during your orientation.

In circumstances when you lose your student id card, Fees of \$20 will be levied for re-issuance of the new identity card, this can be done at the student reception.

e) Travelling overseas

If you wish to travel overseas during your current term of study, you need to fill out Overseas Travel Application Form in which you need to specify the reasons for your leave of absence.

You may be granted a leave of absence for personal, compassionate or other compelling circumstances, during which you are not expected to be engaged in any study related activities.

Leave for compassionate or compelling circumstances

If you are granted leave of absence for compassionate or compelling circumstances, CAC will notify the Department of Home Affairs (DoHA) that your course of study is temporarily suspended. You are not required to depart Australia and your visa will remain valid to resume your studies after the approved end date of your leave.

Compassionate or compelling circumstances are generally beyond the student's control and have an impact on the student's health, wellbeing or ability to study, for instance:

- Serious illness or injury
- Pregnancy or childbirth
- Serious illness or bereavement of close family members
- Course structure, subject availability or approved study abroad for credits
- Inability to commence or resume your studies due to visa processing delays
- Traumatic experiences, such as involvement in or witnessing of a serious accident or crime
- Political upheaval or natural disaster in your home country

Your application for leave of absence must be supported by appropriate documentation, such as medical certificates or police reports. The DoHA may cancel your student visa if the leave was on the basis of fraudulent or misleading evidence or the leave reasons have ceased to exist.

If your leave changes the expected duration of your course, you will receive a new Confirmation of Enrolment (COE). You may need to renew your student visa before it expires if the duration of your course is extended beyond the expiry date of your visa.

Leave for other reasons

If you are granted leave of absence in circumstances that are not compassionate or compelling, or you have not provided documentary evidence that compassionate or compelling circumstances exist, CAC must inform the Department of Home Affairs (DoHA) that you have ceased your studies. Your CoE will be cancelled and your student visa may be subjected to cancellation. You have 28 days from the start date of your leave to depart Australia or make other visa arrangements with the DoHA. Before you return to Australia to resume your studies, you must obtain a new COE. If your visa is cancelled you will need to apply for a new student visa. You can check your visa status online via VEVO.

Circumstances that are not compassionate or compelling could include:

- Difficulties in adjusting to life in Australia or academic life
- Relationship problems
- Financial difficulties
- Travel or employment opportunities
- Family or customary obligations such as weddings of a relative or friend.





7. Use of Personal Information

Your personal information is collected during the enrolment in order to meet the college obligations under the ESOS Act and the National Code 2018; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2019 and the National Code 2018.

Information collected about you during your enrolment can be provided, in certain circumstances to the Australian Government and designated authorities and, the Tuition Protection Services (TPS). In other instances information collected during your enrolment can be disclosed without your consent where authorised or required by law.

It is a requirement of the VET Quality Framework that students can access personal information held by the College and may request corrections to information that is incorrect or out of date. Please apply in writing to the Student Administration if you wish to view your own records. For more information you can request a copy of CAC's Privacy Policy and Procedure from the Student Administration.

8. Student Code of Conduct

Students are required to follow all rules of the college and the instructions from staff representing the college. Students are required to act in a non discriminatory manner at all times and respect the rights of other students, staff and visitors.

Students are also required to adhere to academic rules and regulations as directed by the college or its representatives. Where a student is found to have acted in a way that the college deems to be misconduct, the college may implement disciplinary action in the form of suspension or cancellation of a student's enrolment.

The purpose of the Student Code of Conduct is to ensure that there is a peaceful and conducive study and work environment at the college for all students and staff. This Student Code of Conduct applies to all students of the college, across all courses.

Student Rights:

All students have the right to:

- Be treated fairly and with respect by Institute staff and other students
- Learn in an environment free of discrimination and harassment
- Learn in a supportive and stimulating environment in which to pursue their goals
- Have access to counselling if desired or required
- Privacy concerning records that contain personal information, subject to statutory requirements
- Be given information about assessment procedures at the beginning of the subject/competency/module and progressive results as they occur

Student responsibilities:

All students have a responsibility to:

- Treat other students and CAC staff with respect and fairness.
- Follow any reasonable direction from a member of CAC.
- Refrain from swearing, drinking and eating in classrooms and other learning areas.
- Behave responsibly by not littering, harassing fellow students or staff, damaging, stealing, modifying or misusing CAC or other student's property.
- Behave responsibly by not being under the influence of drugs and alcohol.
- Refrain from using mobile phones, pagers or any other electronic devices that may disrupt classes.
- Attend all scheduled classes
- Do all assessment tasks and examinations honestly, and not engage in plagiarism, collusion or cheating.
- Follow normal safety practices, including wearing approved clothing and protective equipment and following both written and verbal directions given by CAC staff.
- Do not behave in a way that would offend, embarrass or threaten others.¹⁷
- Do not engage in behaviour of bullying and harassment.
- Comply with all lawful regulations, policies and procedures of CAC that applied to the students.

Breach of Conduct

A student breach of conduct occurs when a student behaves in a certain manner not limited to the items described below:

- Assaults, attempts to assault or threatens a person on the CAC premises
- Acts contrary to Equal Opportunity practices of the College which is committed to the prevention and elimination of discrimination on the grounds of:
 - Age
 - Impairment
 - Industrial activity
 - Lawful sexual activity
 - Marital status
 - Physical features
 - Political belief or activity
 - Pregnancy
 - Race
 - Religious belief or activity
 - Sex
 - Status as a parent or a carer
- Personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes
- Disobeys or disregards any lawful direction given by an officer of CAC
- Acts dishonestly or unfairly in connection with an examination, test, assignment or other means of assessment conducted by CAC
- Deliberately obstructs any teaching activity, examination or meeting of CAC
- Engages in any conduct or activity prejudicial to the management and good governance of CAC
- Attends CAC whilst under the influence of alcohol or affected by drugs
- Carries or uses such items as firearms, knives, syringes, etc. as a weapon.
- Fails by or within the agreed required date or period, to pay any fee or charge payable to the college
- Fails to comply with OH&S regulations or wilfully places another person in a position of risk or danger
- Constantly interrupts class time through the use or presence of mobile phones and pagers.
- Uses abusive language.



Policies

Procedure

9. Policies and Procedures

Fees Payment Policy

- The Total Initial Tuition fee as stated in the offer letter must be paid in advance before the start of the course to confirm the place at the Central Australian College.
- Students are not required to pay more than the initial tuition fee amount as stated on their offer letter (or more 50% of the tuition fee) before the start of the course. However, students have a choice to pay more than 50% of the fees or the full course fees up front if they wish to. Any amount of fees paid before the start of the course will be reflected on the student's Confirmation of Enrolment (COE).
- Central Australian College will not require the student to pay any further remaining tuition fees earlier than until two (2) weeks before the start of the student's second study period.
- You must pay to the College, the course fee as detailed in the Student Agreement, unless a payment arrangement is made with the College. You will be required to pay the due term fee in full upon the term start date. Payments not made in accordance with the agreed Payment Plan or by the agreed due date will incur a late fee of \$50 per week. In addition Central Australian College reserves the right to take any action it deems necessary if you fail to pay your fees as agreed in the Student Agreement.
- Tuition fees are payable to Central Australian College by a bank draft or telegraphic transfer (or other approved payment options) in Australian dollars made payable to Central Australian College. All fees paid by credit card will incur an additional fees of 2.0%.
- Students who do not pay their fees by the due date and fail to do so in a timely manner will not be issued with a timetable or will not be able to access classes until fees are paid. The inability to attend classes may result in students having to repeat missed work and/units.
- Continued unpaid fees will result in the automatic cancellation of a student's enrolment at the end of any appeals process. International students are required to demonstrate to the Australian Government sufficient funds to cover their studies in Australia. As such, financial hardship is not considered grounds for appeal.
- The Course Fees cover only tuition fees. All other charges such as text books, equipment and enrolment fees are additional cost. You will need to ensure that you have sufficient funds to cover the additional cost that will be charged.

- The tuition fee charged to the student will remain the same provided the student remains enrolled in the same course. If the student changes course a new tuition fee will apply.
- If the student's visa status changes (e.g. becomes a temporary or permanent resident), the student will continue to pay full overseas student fees for the duration of the enrolled course unless withdrawn earlier.
- The College does not accept liability for any fees paid to an agent or third party in relation to an application for enrolment.
- The College reserves the right to engage any third party to recover any outstanding fees payable to the College. The cost to the College of engaging a third party to recover such outstanding fees will be charged to the student.

Other Fees

The table below lists of other fees charged by Central Australian College to students where applicable.

Fee Type	Amount*
Application Fee/Enrolment Fee (non refundable)	A\$250-350
Course Variation Fee/ CoE Variation Fee	A\$150
Deferment Fee	A\$250
Course Withdrawal/Cancellation Fee	A\$250-2000
Internal Transfer Fee	A\$250
Late Payment Fees	A\$25 per week
OSHC Fee**	may vary
PPE (Personal protective equipment)*	A\$60-160
Replacement Certificate Fees	A\$50
Urgent Service Fee	A\$50
Urgent Certificate Issuance Fee	A\$150

* Optional, only applicable on student's request.

** Overseas Students Health Cover (OSHC) charges vary according to health insurance providers

Note: Fees may change during your course of study. Fees are as identified in the letter of offer and student agreement. Please contact student administration for updated fees and charges.

Fee Refund Policy

Central Australian College assures where fee is collected from the individual learner, either directly or through a third party, the College provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:

- a) All relevant fee information including:
 - i. Fees that must be paid to the College; and
 - ii. Payment terms and conditions including deposits and refunds;
- b) The learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;
- c) The learner's right to obtain a refund for services not provided by the College in the event if:
 - i. An arrangement is terminated early; or
 - ii. The College fails to provide the agreed services.
- d) Protection of tuition fees paid in advance by student visa holders is undertaken in accordance with ESOS requirements and the Tuition Protection Service Framework.

The policy statement ensures the following items are being implemented:

1. Student Agreement:

Written agreements between Central Australian College and students set out the services to be provided, fees payable and information in relation to refunds of tuition fees. Please always refer to your student agreement for information related to your tuition fees.

2. Fees and charges include:

- 2.1. Fees and charges include the items listed in the Definition section of the Fees and Refunds Policy (overseas students).
- 2.2. All relevant fees are outlined in the International Student Prospectus, College website, Letter of Offer in Student Agreement section.
- 2.3. Prior to the student enrolment, fees may be altered without notice. Once a student has completed enrolment, fees will not be subjected to change for the normal duration of the course. If a course length is extended by the student, then any fee increases will be required to be paid for the extended component of the course.
- 2.4. Students Accounts Team is responsible for reviewing and updating the Tuition and Non-Tuition Fees as required.
- 2.5. Any updates and changes in the Tuition and Non-Tuition fee should be circulated to all stakeholders.
- 2.6. Compliance Team is responsible for reviewing and publishing the Tuition and Non-Tuition fee as outlined in section 2.2.

3. Refunds include:

- 3.1. All refund requests are conditional of the following:
 - a. The College must have had received funds in order for any refunds to be made available (i.e. cheques are cleared, telegraphic transfers have been received);
 - b. Any debts to the College must be paid in full or the outstanding amounts will be deducted from the refund.
- 3.2. College default
 - a. In an unlikely event that the College is unable to start or continue to deliver the course after a period of commencement (known as College Default), the

Student can choose to accept either:

- i. a refund of the course fees, which will be issued to the Student within 14 days; or
 - ii. to be arranged to be placed in an alternative course with the College or another provider. If the Student chooses placement in an alternative course, the Student must sign a new written agreement to indicate the student has accepted the placement.
- b. If the student chooses to receive a refund of the course fees after commencing the course, the College will calculate the unspent portion of the tuition fees paid to date (i.e. tuition fees the student has paid for but has not been delivered by the College). The refund will be paid within 14 days on which the course ceased to be provided.
 - c. If the College is unable to provide a refund or place student in an alternative course, the Tuition Protection Service (TPS) will provide the student with options for suitable alternative courses (if any such courses are available) or if this is not possible, the student will be eligible for a refund as calculated by the TPS Director.
 - d. The college must give notice to the ESOS agency and the TPS Director within 7 days after the end of the obligation period as per Part 5 Division 2 Section 46F sub-section 3 of the ESOS Act 2000, refer to the Governance Policy and Procedure.

3.3. Student defaults and withdrawal

- a. When student defaults or where written notice of withdrawal is received by the College before the agreed start date of the course, the College will refund the fees as per the table below less an administration fee.

Outline of Refunds	
Conditions	Refunds applicable
1. Enrolment Fee	Non-refundable
2. Withdrawal due to visa rejection	Fees received from student Less Application fee or 5 % of tuition fee of all courses enrolled by the student whichever is less
a. Visa rejection prior to course start date	Unused portion of the tuition fee minus the Application fee, other non-tuition fees, paid up to the visa rejection date (calculated on a weekly basis)
b. Visa rejection after course start date	Pre-paid tuition fees received from the student Less Course withdrawal fee*
3. Withdrawal due to student defaults other than visa rejection	

*Course withdrawal Fee

Withdrawal fee for Graduate Level course -\$2000
Withdrawal fee other VET courses-\$500

Note: For the amount of fees charged please contact the Accounts Department.

- b. If the refund application is approved, refunds will be made available within 28 days (20 working days) of written notification being received by the College.
- c. In case of Student withdrawal refund will be calculated on percentage of total outstanding term fees, less the administration fee.

3.4. Special circumstances

Where a student withdraws from the course and returns home because of exceptional and extenuating circumstances of a compassionate nature, such as a death or severe illness in the immediate family, 100% of all the unspent fees paid less any administration fees will be refunded.

3.5. The Australian Government refuses visa

a. For offshore applicants

If the student visa application or visa renewal is refused by the Australian Government, a full refund of course fees less the administration fees will be made. In order to receive the refund student will be required to provide authenticated evidence of the student visa refusal to the College.

b. For onshore applicants' refunds will be processed using the method as prescribed by Education Services for Overseas Students (Calculation of Refund) Specification 2014 outlined below:

i. Method for working out amount of refund in event student fails to start a course due to visa refusal:

- a. the student was refused a student visa; and
- b. the refusal was a reason for the student's failure to start the course on, or withdrawal from the course on or before, the agreed starting day;

For the condition above the amount of a refund is the amount of the course fees, minus the lesser of the following amounts:

- (a) 5% of the amount of course fees received by the provider in respect of the student before the default day;
- (b) \$500.

Note: The course fees for a course is the sum of:

- (a) the tuition fees received by CAC in respect of the student; and
- (b) the non-tuition fees (if any) received by CAC in respect of the student.

ii. Method for working out amount of refund in event of other student default

Note: This section would apply where a student whose visa has been refused has withdrawn from the course after it commenced, or has failed to pay an amount he or she was liable to pay CAC in order to undertake the course.

the amount of a refund is calculated as follows:

$$\text{refund amount} = \text{weekly tuition fee} \times \text{weeks in default period}$$

Please refer to Education Services for Overseas Students (Calculation of Refund) Specification 2014 for further information.

4. Tuition Protection Services includes:

- 4.1. Protection of tuition fees paid in advance by student visa holders is undertaken in accordance with ESOS requirements and the Tuition Protection Service Framework.

- 4.2. Central Australian College receives no more than 50% of the total tuition fee for the course before the student commences the course that is more than 24 weeks (or 100% of the total tuition fee for short courses that fall within one study period of 25 weeks or less) and then, after the student commences the course, Central Australian College will not require the student to pay any further tuition fee until 2 weeks before the start of the second study period. However, Students or the person responsible for paying the tuition fees, can choose to pay more than 50% of the tuition fee before they start their course.

- 4.3. If a student pays more than 50% of the total tuition fee for the course that is more than 24 weeks before the student commences the course, there is no requirement for the CAC to return the excess amount, unless it is an overpayment of the total tuition fees.

- 4.4. In the unlikely event that the College is unable to deliver the student's course in full, the student will be offered a refund of full pre-paid tuition fee the student has paid to date less a \$250 Administration fee. The refund will be paid to the student within 14 days of the day on which the course ceases to be provided.

- 4.5. Alternatively, the student may be offered enrolment in an alternative course by the College at no extra cost to the student. The student has the right to choose whether the student would prefer a full refund of pre-paid tuition fees, or to accept a place in another course. If the student chooses placement in another course, we will ask the student to sign a document to indicate that the student accepts the placement. If the College is unable to provide a refund or place the student in an alternative course, the Tuition Protection Service will assist the student in finding an alternative course or to get a refund of the student's unspent tuition fees if a suitable alternative is not found.

- 4.6. The College implements requirements for Provider Default – Part 5, Division 2 Subdivision A of the ESOS Act.

- 4.7. The College implements requirements for Student Default – Part 5, Division 2, Subdivision B of the ESOS Act

Procedure

Central Australian College ensures that the above detailed policy statement is executed by the following procedures:

1. Fees Payment procedure

- a) Before getting their Confirmation of Enrolment, a student must pay relevant fees stated in their Letter of Offer and Student Agreement to the College that will be put in the designated pre-paid fees account. Students are not required to pay more than the initial tuition fee amount as stated on their offer letter (or more 50% of the tuition fee) before the start of the course. However, students have a choice to pay more than 50% of the fees or the full course fees up front if they wish to. Any amount of fees paid before the start of the course will be reflected on the student's Confirmation of Enrolment (COE).
- b) Fees paid and refunds given in are recorded in the accounting system so that each student or client's financial status is known.
 - i. Details of student accounts are maintained in each student's electronic file.
 - ii. Overseas student visa holder fees are protected by the Tuition Protection Service.
- c) Payments not made in accordance with the agreed Payment Plan or by the agreed due date will incur a late fee of \$50 per week. If the student opts for monthly payment plan they will be required to make the payment via direct debit on first of every month.

- d) Tuition fees are payable to Central Australian College by a bank draft or telegraphic transfer (or other approved payment options) in Australian dollars made payable to Central Australian College. All fees paid by credit card will incur an additional fee of 2.0%.
- e) Students who do not pay their fees by the due date and fail to do so in a timely manner will not be issued with a timetable or will not be able to access classes until fees are paid. The inability to attend classes may result in students having to repeat missed work and/units.
- f) Continued unpaid fees will result in the automatic cancellation of a student's enrolment at the end of any appeals process. International students are required to demonstrate to the Australian government sufficient funds to cover their studies in Australia. As such financial hardships is not considered grounds for appeal.
- g) The course fee covers only tuition fees. All other charges such as text books, equipment and enrolment fees are additional cost. You will need to ensure that you have sufficient funds to cover the additional cost that will be charged.
- h) The tuition fee charged to the student will remain the same provided the student remains enrolled in the same course. If the student changes course a new tuition fee will apply.
- i) If the students visa status changes (e.g. becomes a temporary or permanent resident) the student will continue to pay full overseas student fees for the duration of the enrolled course unless withdrawn earlier.
- j) The college does not accept liability for any fees paid to an agent or third party in relation to an application for enrolment.
- k) The college reserves the right to engage third party to recover any outstanding fees payable to the college. The cost to the college of engaging a third party to recover such outstanding fees will be charged to the student.

2. Refund procedure

- a. The Student must complete Refund Application Form to apply for a refund and attach all evidences and supporting documentations. Such document may include, but not limited to:
 - i. a completed course withdrawal forms provided by the College and
 - ii. a letter from DoHA advising of a rejection of the student visa application or a refusal to extend a student visa; or
 - iii. proof of extenuating circumstances of a compassionate nature; or
 - iv. an unconditional offer letter from another institution along with a DoHA approved letter to transfer
- b. For a College default on the agreement, refunds will be made within 14 days of the default date.
- c. All other refunds will be made within 28 days (20 working days) of written notification from the student being received by the College.
- d. The CEO or the delegate must approve student refunds.
- e. Refunds will be paid to the student or to the person nominated by the student on the refund application in Australian dollars.
- f. Details of refunds provided will be maintained in individual student files.

3. Payment of Refunds

- a. Payment of refunds to the applicant will be made in Australian dollars by a bank draft or telegraphic or electronic transfer (or other approved payment options).
- b. Bank fees or postage charge apply.

4. Student's Rights to Appeal

- a. Any student who is refused a refund by the College may appeal within 14 days in writing to the Student Administration Officer.
- b. The College's appeal process does not circumscribe the student's right to pursue other legal remedies.
- c. This agreement, and the availability of complaints and appeal processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Deferment, Suspension & Cancellation of Enrolment Policy & Procedure

CAC provides provision for deferment, cancellation and suspension of enrolment for students as outline below:

- CAC allows changes to a student's enrolment to take place by way of assessing, approving and recording a deferment of the commencement of study or suspension of study for the student, including keeping documentary evidence in the student's file of the assessment of the application.
- CAC can only defer or suspend the enrolment of a student if it believes there are compassionate or compelling circumstances.
- CAC may suspend or cancel a student's enrolment including, but not limited to, on the basis of:
 - a. misbehavior by the student
 - b. the student's failure to pay an amount he or she was required to pay to the college to undertake or continue the course as stated in the written agreement
 - c. a breach of course progress or attendance requirements by the overseas student, which must occur in accordance with Standard 8 (Overseas student visa requirements).
- CAC may cancel a student's enrolment where a serious breach of visa or enrolment conditions has occurred.
- CAC shall ensure to inform the student if the suspension or cancellation is initiated, before imposing a suspension or cancellation CAC must;
 - a. inform the student of that intention and the reasons for doing so, in writing
 - b. advise the student of their right to appeal through CAC's internal complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.
- CAC inform the overseas student of the need to seek advice from Immigration on the potential impact on his or her student visa.
- CAC report the change to the overseas student enrolment to the department via PRISMS.
- The suspension or cancellation of the overseas student's enrolment cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

Procedure

Students are able to initiate deferral, suspension or cancellation of their studies during their stay in Australia only in certain limited circumstances as described below:

1. Student Initiated Deferral, Suspension or Cancellation of Enrolment

1.1. a. Student Deferral

- a. A student wishing to defer an enrolment must do so prior to the commencement of the course.
- b. Students must complete an 'Application to Defer, Suspend or Cancel Enrolment' form and submit it to the Student Administrations Department.

Please note:

- a. This application to defer must include in detail the reasonable ground (compassionate and compelling circumstances see Appendix I) for which the deferral should be considered.
 - b. Student is required to provide supporting evidences to support the request for deferral.
 - c. All deferral applications are considered on a case-by-case basis at the discretion of the training manager, on the basis of the information provided in the deferral application form.
 - d. Student will be notified of the outcome of the deferral application by email. Student administration is required to tell the student to seek advice from the Department of Home Affairs on the potential impact on their visa if enrolment has been deferred.
 - e. Department of Home Affairs shall be notified via PRISMS of the decision to defer the enrolment as a result of the student's request within 28 days of the approval.
 - f. If the student request for deferral is not approved, student will need to either commence on the original start date, or reapply at a later stage when they are ready to commence study.
 - g. If you defer the commencement of your study, and you have already been issued a Confirmation of Enrolment (CoE), your CoE will be cancelled. CAC needs to ensure that student has a valid CoE in PRISMS with a start date that reflects the students intended date of return to studies. Student will be required to submit the new acceptance agreement before the COE is re-issued.
 - h. If CAC does not know when the overseas student will return, it can choose not to create a new CoE at that point, but to wait until the student notifies the CAC of the intended date of return before creating the CoE.
 - i. If CAC is deferring or suspending the overseas student enrolment without affecting the end date of the CoE, there will be no change to the CoE on PRISMS. However, the DET needs to be notified.
 - j. Deferral can be done up-to 12 months.
 - k. If the student does not return to study after the approved deferral period, their enrolment will become inactive and the CoE should be cancelled by the Student Administration. Student should be informed about the impact of this on their student visa.
- 1.1.b. Ground in which deferral is not possible:
- a. Deferral may not be possible for courses that are being taught out, and will no longer take new students. Student administration to negotiate alternative study options with the student should this occur.

1.2. Student Suspension

- a. CAC is only able to temporarily suspend the enrolment of the student on the grounds of compassionate or compelling circumstances (See Appendix 1).
- b. Students will be required to complete an 'Application to Defer, Suspend or Cancel Enrolment' form and submit to the Student Administrations Department. Students will also be required to provide evidence of the compassionate or compelling circumstances in their application. (i.e. a medical certificate or police report, etc.)
- c. Where a suspension of enrolment is granted, CAC will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the suspension is required for longer than 12 months, the student shall have to re-apply once the initial suspension period has expired.
- d. Student administration is required to inform the DET via PRISMS if the student enrolment has been suspended within 28 days of suspension.
- e. Please refer all questions about whether students may remain in Australia during a period of suspension of enrolment to Department of Home Affairs.
- f. Students are to be informed in writing of the outcome of their application for suspension and informed that it may affect their student visa. A photocopy of the letter is to be kept on the student file.
- g. All application documentation for the suspension will be kept on the students profile and DoHA shall be notified via PRISMS of the decision to suspend the enrolment as a result of the student's request.

1.3. Student Cancellation

- a. Students wishing to cancel their enrolment must complete an 'Application to Cancel Enrolment' and submit to the Student Administrations Department.
- b. All application documentation for the cancellation will be kept on the students file and DoHA shall be notified via PRISMS of the decision to cancel the enrolment as a result of the student's request.

Please note: Students wishing to transfer their enrolment prior to completing 6 months of study in their principle course must provide a letter of offer from an alternative provider. This is required under Standard 7 of the National Code and further information can be gained from the 'Overseas Student Transfers Policy and Procedure'.

2. Provider Initiated Deferral, Suspension or Cancellation of Enrolment

2.1. Provider Deferral

CAC may defer an enrolment where the course is not being offered at the proposed date, site, or any other reason CAC deems necessary to cancel the course. In such cases a refund shall be processed as required or alternative courses offered.

2.2. Provider Suspension

CAC has the ability to suspend a student's enrolment on the grounds of misbehaviour. This misbehaviour may include but is not limited to acts of discrimination, sexual harassment, vilification or bullying, as well as acts of cheating or plagiarism. Such acts of misbehaviour will be classified into one of two categories:

- a. Academic Misconduct

The following gives an indication to the types of behaviour that constitute 'Academic Misconduct' within CAC:

Assessment breaches such as:

- Students must not copy or paraphrase any document, audio-visual material, computer-based material or artistic piece from another source except in accordance with the conventions of the field of study
- Students must not use another person's concepts, results or conclusions and pass them off as their own
- In cases where the assessment task is intended to be individual work not group work, students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student's assessment.
- Students must not ask another person to produce an assessable item for them.

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

- unauthorised absence from class
- failure to meet unit requirements, for example non-submission of assignments or failure to attend class or mid-semester tests
- academic misconduct

b. General Misconduct

Students may also have their enrolment suspended due to misbehaviour which can also be grounds for cancellation of studies.

General misconduct is where a student: acts dishonestly; harasses other students or staff; interferes with students or staff; prevents or disrupts learning; disobeys/fails to comply with contractual or legal requirements; misuses, damages or steals an RTO's property or the property of others; alters/defaces CAC documents or records; prejudices the good name of CAC, or otherwise acts in an improper manner.

The following examples indicate the kinds of behavior which constitute student misconduct. They are for illustrative purposes and are not intended to be exhaustive. Student misconduct occurs when a student:

- i. contravenes any rules or acts;
- ii. prejudices the good name or reputation of CAC;
- iii. prejudices the good order and governance of CAC or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of CAC;
- iv. fails to comply with conditions agreed in the contract;
- v. wilfully disobeys or disregards any lawful order or direction from CAC personnel;
- vi. refuses to identify him or herself when lawfully asked to do so by an officer of CAC;
- vii. fails to comply with any penalty imposed for breach of discipline;
- viii. misbehaves in a class, meeting or other activity under the control or supervision of CAC, or on CAC premises or other premises to which the student has access as a student of CAC;
- ix. obstructs any member of staff in the performance of their duties;
- x. acts dishonestly in relation to admission to CAC;
- xi. knowingly makes any false or misleading representation about things that concern the student as a student of CAC or breaches any of CAC rules;
- xii. alters any documents or records;
- xiii. harasses or intimidates another student, a member of staff, a visitor to CAC, or any other person while the student is

engaged in study or other activity as a CAC student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;

- xiv. breaches any confidence of CAC;
 - xv. misuses any facility in a manner which is illegal or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from CAC premises while acting as an CAC student, in a manner which is illegal or which is or will be detrimental to the rights or property of others;
 - xvi. steals, destroys or damages a facility or property of CAC or for which CAC is responsible; or is guilty of any improper conduct.
- c. Where a student has been identified of Academic or General Misconduct the DOS/Training Manager shall be informed and will make a decision on the penalty and the severity of the penalty. The Training Manager may take into account the type of misconduct that has occurred and the level of misconduct that occurred when deciding penalties.
- d. Where a student has been identified with Academic or General Misconduct CAC shall ensure the following:
- Students must be treated fairly, with dignity and with due regard to their privacy
 - Students are to be regarded as innocent of the alleged misconduct until they have either admitted to it or been found by proper inquiry by the Training Manager to have so behaved.
 - Past misconduct is not evidence that a student has behaved in the same manner again.
 - Each case is dealt with on its own merits and according to its own circumstances with the provision that the first instance of misconduct will be penalised more leniently than subsequent instances of misconduct.
- e. Students are able to access the 'Complaints & Appeals Policy and Procedure' to reference if they feel that the decision is unfair or they have other grounds to appeal the decision.
- f. The penalties the Training Manager can impose are:
- Academic Misconduct could include a warning, deemed unsatisfactory in an assessment, deemed NYC in the unit, or suspension of enrolment
 - A charge for any costs that the general misconduct may have caused
 - Temporary exclusion from CAC in the form of suspending enrolment for a period of time.
- g. Where a student's enrolment is suspended a letter will be sent to the student indicating them of the suspension and the length of suspension. Students are also required to be informed how to access to 'Complaints & Appeals Policy and Procedure' and that they have 20 working days to submit any appeal against the decision.
- h. If a student's enrolment is suspended for a period of 28 days or longer, is that the student must return home (unless special circumstances exist). Please refer all questions about whether students may remain in Australia during a period of suspension of enrolment to DoHA.
- i. Where the misconduct is severe, the Training Manager may decide to cancel the enrolment (see below).

2.3. Provider Cancellation

In some cases, where the student's misconduct is severe, CAC has the right to cancel the enrolment.

- a. Where the Training Manager has decided the misconduct is severe enough for cancellation the following must occur:
 - The student must be informed in person (where possible), and in writing of the decision of CAC to cancel the student's enrolment
 - They must be informed of the fact they have the right to appeal the decision by accessing the relevant procedures and completing this appeal within 20 working days of the notification
 - Students must also be informed that CAC is obliged to inform DoHA via PRISMS after the 20 working day period and that they will be at risk of having their Visa cancelled
- b. Where the Training Manager has decided the misconduct is severe enough for cancellation the following must occur:
- c. A "Recommendation to Cancel a CoE" form must be completed by the Student administration and approved by either the CEO or RTO Manager.
- d. Student Administration will cancel COE via PRISMS only after the CEO or the RTO Manager has given an approval for cancellation.

3. Recording and reporting deferrals, suspension or cancellation of enrolments

- a. All applications of deferment/suspension and outcomes are to be kept on the students file
- b. All reports of misconduct, decisions and actions taken in relation to misconduct, and other related documentation must be kept on file.
- c. Any decisions to initiate deferral, suspension or cancellation of an enrolment must be reported to the appropriate government agency(s) via PRISMS and student records are updated in the RTO manager (student management system).
- d. Students are to be kept informed of any decisions or outcomes that relate to a deferment, suspension, or cancellation of enrolments.
- e. All students are to be given the opportunity to access the 'Complaints & Appeals Policy and Procedure' before reporting any provider initiated suspensions or cancellations of enrolments via PRISMS occurs. The students have 20 working days to lodge an appeal.
- f. Where a student decides to access this procedure within 20 working days of notification CAC must wait until the process has finished before going ahead with the reporting of the student's enrolment changes via PRISMS. For more information, refer to Deferment, Suspension & Cancellation of Enrolment Policy & Procedure available at cac website: <https://cac.edu.au/policies-and-procedures/>

Compassionate and compelling circumstances

'Compassionate or compelling' circumstances are generally those beyond the control of the overseas

student and which have an impact upon the overseas student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes;

- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies;
- a 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 overseas student (these cases should be supported by police or psychologists' reports)
- where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.
- Inability to begin studying on the course commencement date due to delay in receiving a student visa.

Please Note: The above are only some of examples of what may be considered compassionate or compelling circumstances. The Training Managers will use their professional judgment to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, CAC will consider documentary evidence provided to support the claim, and should keep copies of these documents in the student's file.

Complaints & Appeals

Despite all efforts of CAC to provide satisfactory services to its students complaints may occasionally arise that require formal resolution. This policy provides clear instruction and guidance for students, staff, trainers and assessors and third party providing services on behalf of CAC, regarding the opportunity to have any issues relating to a substantiated complaint or appeal resolved and resolutions reached that attempt to satisfy all parties involved.

- Complaint and Appeal Policy and Procedure allows students to requests for a review of decisions, including assessment decisions made by CAC or a third party providing services on its behalf.
- It ensures that the principles of natural justice and procedural fairness are adopted at every stages of complaint and appeal process.
- It provides for review of the complaints by an appropriate party independent of CAC and the complainant and the appellant, at the request of the individual making the complaint or appeal, if the process fails to resolve the complaint or appeal.
- To identify potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of occurrence.
- Internal complaints and appeals process will be at no cost to the student.
- CAC will maintain the students' enrolment while the complaint and appeals process is ongoing.
- All issues will be addressed in a timely manner and treated in the strictest confidence.

1. Informal complaint process

- Any student who has a complaint is encouraged to firstly raise the matter directly with the CAC staff involved or with student support officer, trainer or training coordinator and attempt an informal resolution to the complaint.
- Where possible all non-formal attempts shall be made to resolve the issue. This may include advice, discussions, and general

mediation in relation to the issue and the student's grievance.

- When a complaint or appeal cannot be resolved through informal discussion, the complainant is asked to complete a Complaints and Appeals Form.

Once a student has placed a formal complaint / appeal the following procedures must be followed.

2. Formal complaint process

- A student wishing to submit a formal complaint or appeal can do so by completing the 'Complaints and Appeals Form' and state their case providing as much details as possible. This application form can be gained by contacting Student Administration at CAC.
- Any student, potential student, or third party may submit a formal complaint to CAC with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for the complaints process unless it is referred to a third party.
- Complainants are to include the following information in the Complaints and Appeals form:
 - Submission date of complaint
 - Name of complainant
 - Nature of complaint (Detail description of the complaint)
 - Date of the event which lead to the complaint
 - Attachments (if applicable)
- All formal complaints or appeals are then submitted to the Student Administration Manager. It is their responsibility to register the complaint in the first instance.
- Once a formal complaint is received the Administration Manager is to complete the 'Office Use Only' section on the submitted 'Complaints and Appeals form.' This includes:
 - the documentation of the date the Administration Manager received the complaint/ appeal
 - the date and the name of the manager that is notified of the complaint/appeal
 - the date on which the 'Complaints and Appeals Register is updated'.
- The specific information regarding the complaint/ appeal is to be documented in the 'Complaints and Appeals Register' which is monitored by the Training Manager regularly. The information to be contained and updated within the register are as follows:
 - Submission date of complaint
 - Name of complainant
- Once a complaint has been filed and logged in the 'Complaints and Appeals Register' the Student Administration Manager shall send an acknowledgement of the complaint to the complainant and notify the Training Manager of the complaint and provide any further documentation related to the matter.
- Student Administration Manager and the Training Manager shall assess the nature of complaint and assign a priority based on the urgency of the issue.
- The Training Manager shall ensure the process of addressing the complaint /appeal commences Within 10 working days of the formal lodgement of the complaint/ appeal.
- Where it is determined that the subject matter falls within the definition, the Training Manager or nominee will:
 - a. Gather such information as required to assist with the settlement of the complaint, including providing the respondent with the statement of the complaint and giving them the opportunity to respond
 - b. Attempt to resolve the complaint by using the process outlined by the student for settlement (if appropriate) or through meeting, mediation and/or conciliation.

- c. The Training Manager may refer the matter to the appropriate staff to resolve, or make a decision on the complaint ensuring that all reasonable measures are taken to finalise the process as soon as practicable.

- d. The Training Manager is to keep the complainant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint.

- Where it is determined that the subject matter of the complaint falls outside the definition of a complaint, the Student Services Manager or nominee will advise the student accordingly.
- Students will be provided with details of external authorities they may approach, if required.
- A student may be assisted or accompanied by a support person regardless of the nature of the grievance or complaint throughout the process.
- Once a decision has been reached the Training Manager shall be required to inform all parties involved of any decisions or outcomes that are concluded in writing.
 - Copies of all documentation, outcomes and further action required will be placed into the 'complaints and appeals register' by the Student Administrations Manager.
 - Within the notification of the outcome of the formal complaint the students shall also be notified that they have the right of appeal the decision.
 - If a student is dissatisfied with the outcome of the formal complaint process, they may initiate an internal appeal process by completing the Complaints and Appeals form, this time ticking on the appeals box.
- Complaints are treated confidentially and the identity of the complainant is kept confidential. If the complaint is about the internal staff such as Trainer or Assessor, marketing or agents student identity will not be disclosed. All parties involved in the issue will be treated with respect and will not be victimised or discriminated against during the process.

3. Appealing a decision

All students have the right to appeal decisions made by CAC where reasonable grounds can be established. The areas in which a student may appeal a decision made by CAC may include:

- Assessments conducted
- Deferral, suspension, or cancellation decisions made in relation to the student's enrolment
- Or any other conclusion / decision that is made after a complaint has been dealt with by CAC in the first instance.
- To activate the appeals process the student is to complete a 'Complaints and Appeals Form' which is to include a summary of the grounds the appeal is based upon. The reason the student feels the decision is unfair is to be clearly explained. Help and support with this process can be gained from Student Administration Department.
- The Training Manager shall then determine the validity of the appeal and organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.
- The process for all formally lodged appeals will begin within 10 working days of the appeal being lodged.
- The Training Manager shall ensure that CAC acts on any substantiated appeal.
- Where an appeal has been lodged it will be defined into one of the following categories and the appropriate procedures followed.

3.1. General appeals

- Where a student has appealed a decision or outcome of a formal complaint they are required to notify CAC in writing

within 20 working days of the grounds of their appeal. Any supporting documentation should also be attached to the appeal.

- The appeal shall be lodged through student administrations and the Student Administration Manager shall ensure the details of the appeal are added to the 'Complaints and Appeals Register'.
- The Training Manager shall be notified and shall seek details regarding the initial documentation of the complaint and shall make a decision based on the grounds of the appeal.
- The student shall be notified in writing of the outcome with reasons for the decisions, and the 'Complaints and Appeals Register' updated. The student shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify CAC if they wish to proceed with the external appeals process.

3.2. Assessment appeals

- Where a student wishes to appeal an assessment they are required to notify their assessor in the first instance. Where appropriate the assessor may decide to re-assess the students work to ensure a fair and equitable decision is gained. The assessor shall complete a written report regarding the re-assessment outlining the reasons why re-assessment was or was not granted.
- If this is still not to the student's satisfaction the student shall formally lodge an appeal by submitting a written letter outlining their reasons for the appeal. They shall lodge this with Student Administrations Department and the appeal shall be entered into the 'Complaints and Appeals Register'.
- The Training Manager shall be notified and shall seek details from the assessor involved and any other relevant parties. A decision shall be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a 'third party'. The third party shall be another assessor appointed by CAC.
- The student shall be notified in writing of the outcome with reasons for the decision, and the 'complaints and appeals register' updated. The student shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify CAC if they wish to proceed with the external appeals process.

3.3. Appealing deferrals, suspension or cancellation of enrolment decisions

- Where a student wishes to appeal a decision relating to deferment, suspension, or cancellation of their enrolment they are required to lodge, in writing, a letter outlining the details of their appeal. The student should have extenuating circumstances as to why the decision should be reviewed and any supporting documentation supporting their appeal.
- The appeal shall be lodged this with Student Administrations Department and the appeal shall be entered into the 'Complaints and Appeals Register'.
- The Training Manager shall be notified and shall seek details regarding the initial documentation of the decision and shall make a decision based on the grounds of the appeal.
- The student shall be notified in writing of the outcome with reasons for the decision, and the 'Complaints and Appeals Register' updated. The student shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify CAC if they wish to proceed with the external appeals process.
- The Training Manager shall ensure that CAC will act

immediately on any substantiated appeal. If the internal or any external complaint handling or appeal process results in a decision that supports the student, the registered provider must immediately implement any decision and/or corrective and preventive action that is required, and advise the student of the outcome.

4. External Appeals

If a student is still dissatisfied with the decision of CAC, a student may wish to refer the matter to an external independent / third party mediator.

- If an overseas student is not satisfied with the internal appeals process, they will be advised to request mediation through Overseas Student Ombudsman (OSO). Students will have 10 working days to lodge an appeal to the Ombudsman.
- A fee may be involved as per the Overseas Student Ombudsman guidelines
- To lodge an external appeal or complaint with the Ombudsman for international students, you need to lodge a complaint at the following address

Overseas students Ombudsman (www.oso.gov.au)

Web: www.oso.gov.au

Email: overseas.students@ombudsman.gov.au

Call 1300 362 072 (Local call charge)

Enquiries 9 am–5 pm Monday to Friday

Fax 02 6276 0123

Postal GPO Box 442, Canberra ACT 2601

calls from mobile phones are charged at mobile phone rates

If you want to make a complaint in your language you can.

Call the Translating and Interpreting Service (TIS) on 131 450.

Ombudsman will pay for the interpreter.

- If an appeal is against the CAC's decision to report an international student for a breach of visa conditions, CAC must maintain the student's enrolment (i.e. not report the student to DoHA) until the external appeals process is complete and has supported the provider's decision to report.
- International students may only appeal once to an external mediator before CAC reports the student to DoHA. This does not stop the student from appealing more than once, but CAC reserves the right to report the student after the outcome of the first external appeal when the appeal decision has gone against the student.
- If an appeal is against the CAC's decision to defer, suspend or cancel a student's enrolment due to misbehaviour, the Institute only needs to await the outcome of the internal appeals process (supporting the Institute) before implementing its decision to change the student's enrolment status.
- These complaints and appeal procedures do not restrict a student's right to pursue other external remedies within the Australian legal system.
- Domestic students are advised to contact Ombudsman office at Victoria:

Ombudsman Victoria

Web: www.ombudsman.vic.gov.au

Email: ombudvic@ombudsman.gov.au

Call: 039613 6222

Hours: 9 am–5 pm Monday to Friday

Fax 03 9614 0246

Dispute Resolution Centre of Victoria

Dispute Assessment Officer

Web: <http://www.disputes.vic.gov.au/>

Call: (03) 9603 8370

Address: Level 4, 456 Lonsdale Street, Melbourne 3000

- Alternatively, if the student (complainant) is not satisfied with the outcome of the formal complaint they can escalate the complaint to ASQA
- Where a decision or outcome is in favour of the student CAC shall follow the required action and recommendation from Ombudsman to satisfy the student's complaints soon as practicable.
- The decision of this independent mediator is final and any further action the student wishes to take is outside CAC's policies and procedures. The student shall be referred to the appropriate government agencies and this information can be gained from the CEO.

Important Legislations

Privacy

In accordance with our Privacy policy, we are committed to protecting the privacy and personal information of all of our students. Except as required under the VET Quality Framework (VQF) Standards for Registered Training Organisations, Government Contracts or by law, information about a participant will not be disclosed to a third party without the consent of the participant.

Access by participants to their personal records is available upon request. A copy of the Privacy Policy Statement is also available upon request.

ESOS Framework

1. The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2018.
2. National Vocational Education and Training regulator act 2011.

For full description of ESOS-Framework, please refer to our website www.cac.vic.edu.au (under International Students).

Relevant legislations

A range of legislation is applicable to all staff and students of the Central Australian College. Information on relevant legislation can be found in the following websites:

- The Victorian Equal Opportunity & Human Rights Commission www.humanrightscsmission.vic.gov.au/index.php/the-workplace
- VET Quality Framework www.asqa.gov.au
- Education Services for Overseas Students Act 2000 <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Regulations/Pages/default.aspx#Education>
- Department of Home Affairs <https://www.homeaffairs.gov.au/>

There may be additional, course-specific, legislation that is relevant. Information about these legislations will be provided during the course. You can also refer to www.cac.edu.au for all current policies regarding international students.



10. Student Feedback

It is important to CAC to constantly evaluate our performance in providing training delivery services to you. CAC requests students to participate in multiple surveys aimed at providing feedback of the services offered.

- a. Learners Survey – This survey is conducted bi-annually to generate your feedback on the training quality, work readiness, training conditions and learner participation. The analysis of the data gathered is reported to our regulator ASQA, published in CAC's website. The data thus gathered will be used in continuous improvement of all aspects of CAC's operation.
- b. Agents Survey – Agent survey is conducted when you start the course. The aim of this survey is to generate your feedback on pre-enrolment information provided by the education agents representing CAC. Your responses will be treated with strict confidence and they will greatly assist in reviewing the current processes and procedures.
- c. Training Evaluation Form – Training Evaluation survey is conducted after you complete your assessment for each unit of competency. The aim of this survey is to generate your feedback on the training and to gauge whether you were able to acquire necessary skills and knowledge in that particular unit of competency. Your feedback will be valued and used in continuous improvement of our training materials and delivery approach.



11. Student support services

Being an international student is exciting, but it can also be challenging. Student support services at CAC ensures that all students are given necessary support while studying at CAC; it includes both academic as well as non- academic (personal support).

a. Academic Support

Training coordinators/ Trainers and Assessors/ RTO Manager are nominated to carry out the role of Academic student support.

- Academic Student Support is responsible in assisting students in meeting course requirements and maintaining their attendance
- They are responsible in providing consultation to students to achieve and progress academically
- They are responsible in conducting intervention if the students are behind their training plan
- They also provide flexible training alternative to student to meet the curriculum requirement by devising alternative training plans.

You are able to get an appointment with 'Student support officer' to discuss any academic, attendance or other related issues. The student support officer would provide advice and guidance, or referral, where required. Students would be required to book time with them by calling (03) 9687 4275 or inquiring at CAC Administration.

b. Non- academic Student Support

Admin Staff / Designated Student Support Officers are responsible in providing non-academic support to the students.

- Non- academic student support is responsible for facilitating students about CAC procedures such as
 - Complaints and Appeals Policy and Procedures
 - Critical Incident Policy and Procedures
 - CAC facilities and resources
 - Student visa condition relating to course progress and or attendance as appropriate
- They are also responsible for referring students to welfare related external support services to assist students with issues such as accommodation, health

services etc.

- Student Support Officers can be contacted during office hours Monday to Saturday from 9:00 AM to 5:30 PM.
- In case of emergency students have the facility to contact Student Support Officers 24 hours in a day when required. Students can call 0422 443 268 or 0434 282 260.
- Alternatively if you need police, fire or ambulance you are advised to dial national emergency number "000".
- Where the Student Support Officer feels further support should be gained, a referral to an appropriate support service will be organised. Assistance with referrals made on behalf of students to external services are at no cost to the student, however, the cost of external services are not included in course fees and are the responsibility of the student.
- CAC will make reasonable effort to assist the student to locate appropriate external support services that are free or subsidised. Where available CAC will advise students of possible funding for the particular service.
- In regards to medical or psychological/counselling student would be referred to GP. In these circumstances some of the cost may be covered by your Health Care Insurance.
- While CAC does not offer accommodation services or take any responsibility for accommodation arrangements CAC is able to refer students to appropriate accommodation services and are always available to discuss any issues or concerns a student may have with their accommodation arrangements.
- All students are encouraged to have accommodation organised prior to arrival in Australia but the Student Support Officer can refer students to appropriate accommodation services.
- Student Administration will always have an up to date list of medical professionals within access from CAC location and any student with medical concerns should inform the student support officer who will assist them in finding an appropriate medical professional.

Footscray Campus (Main Campus)			
	SSO	Email	Phone
Student Support Service	Ms Shikha Rai	shikha@cac.edu.au	9687 4275
Academic Support	Mr Bom Yonzon	bom@cac.edu.au	0424 586 028
	Ms Karishma Karki	karishma@cac.edu.au	9687 4275
	Ms Lesley Belfari	lesley@cac.edu.au	9687 4275
Student Welfare Support Service	Ms Salima Moktan	salima@cac.edu.au	9687 4275

Melbourne CBD Campus			
	SSO	Email	Phone
Student Support Service	Ms Roshni Dahal	roshni@cac.edu.au	9687 4275
Academic Support	Ms Karishma Karki	karishma@cac.edu.au	9687 4275
	Dr Jigme Nidup	jigme@cac.edu.au	9687 4275
Student Welfare Support Service	Ms Salima Moktan	salima@cac.edu.au	9687 4275

Hobart CBD Campus			
	SSO	Email	Phone
Student Support Service	Ms Maria Ativo	maria@cac.edu.au	9448 7007
	Mr. Srikant NB	srikant@cac.edu.au	9448 7007
Academic Support	Mr Khim Raj Gautam	khim@cac.edu.au	9448 7007
	Mr Mandeep Kaur	mandeep@cac.edu.au	9448 7007
Student Welfare Support Service	Ms Salima Moktan	salima@cac.edu.au	9687 4275

Student safety and emergency contact

+61 422 443 268 (Bom Yonzon)

+61 0434 282 260 (Sachin Yonzon)



12. Campus Facilities

Central Australian College is equipped with modern style classrooms, library resources, student recreational areas including kitchen facilities and computer labs with free access to internet. CAC has a well equipped in house automotive workshop with latest technology for student practicals.

Classrooms

All classrooms are air-conditioned and are furnished with appropriate classroom furniture and necessary equipment for effective learning to take place.

Equipment

Staff and students will have access to classroom or simulated workplace environment in the campus that will have following equipment as per the course requirement. Tables, chairs, whiteboard, pens/paper, internet access, computer/printers, data projector, photocopier, scanner, computer applications (microsoft office).

Practical Automotive Workshop

A practical automotive workshop is located at main campus building in West Footscray where the training is conducted. It is well equipped and will provide students with practical knowledge of workshop practices and procedures, specific to the Automotive Industry. Students will learn how to service, repair and diagnose faults in motor vehicles.

Equipment available in the work shops include, but is not limited to, air compressor, work benches, cars engine, wheel balancer, tyre changer, parts washer, scan tool, carman, gas analyser, four post hoist and more.

Student Resource Centre

The student resource centre is equipped with selections of textbooks, reference books, magazines and newspapers for use by the students. This student resource centre is maintained and updated regularly with appropriate material such as: tapes and videos, magazines, newspapers.

Public libraries are located very close to the campus.

Footscray Campus

Maribyrnong City Council library

539 Barkly Street, West Footscray

Ph: 9688 0292

Footscray Library

56 Paisley Street, Footscray

Ph: 9688 0290

Melbourne CBD Campus

City Library

253 Flinders Ln, Melbourne

Ph: (03) 9658 9500

State Library Victoria

328 Swanston St, Melbourne

Ph: (03) 8664 7000

Hobart CBD Campus

State Library of Tasmania (Public Library),

91 Murray Street,

Ph: (03) 6165 5539

Student Lounge

The CAC provides a student lounge area which is a comfortable and within the building for students to relax, meet others, and converse in English. They are also used as areas to find information on social activities, rooms available to rent/share, and other general information related to international students living in Australia.

There is also shared access to computers and internet for student to use within this lounge area.

Computer Labs

CAC students can access computers at student lounge and at the computers labs located on the second floor of the building. Students are given free internet access and provided with individual login to access computer.

Student will have individual accounts to access student portal, RTO manager. After you enrol you will be given a login username and password to access RTO manager, where they can access student results, timetable, and edit student contact details.



13. Important information and emergency contacts (Footscray Campus)

CAC Footscray Campus (Main Campus) Contact details

CAC Student Administration: 03 9687 4275,
email: admin@cac.edu.au
Student Support Emergency Phone number:
0422 443 268 or 0434 282 260

CAC – Public Transport Information Melbourne

There is no on-campus parking allocated for students. On-site car parking is available for staff only. However, there are limited parking available along Hocking Street and on Cross Street near the West Footscray train station. Please take note of parking restrictions in the area and parking fines may apply for infringing these parking limits.

As the college is located right next to West Footscray train station, the students are advised to use public transport to avoid parking hassle. For train timetables, please visit: <https://ptv.vic.gov.au/timetables> West Footscray Train Station.



Emergency and Help Services Melbourne

Emergency contacts

Fire, ambulance and police emergency – Ring 000 for Fire, Police or Ambulance in any life threatening emergency
For a mobile phone call 112

Helpful contacts

For personal and social issues:
Following are some of the organisation which can be referred to for external counselling and Support:

Relationship Australia.....
1300 364 277

Lifeline.....
13 11 14 (24 hour counselling service)

Mensline Australia.....
1300 78 99 78

Kids Help Line.....
1800 55 1800 (24 hour counselling service)

Griefline (Telephone Counselling Service).....
03 9596 7799 (12 noon - 3 am)

Direct Line (Drug and alcohol service).....
03 9416 1818 or 1800 136 385

Crisis Help.....

1 800 627 727

Women's Domestic Violence Crisis
1 800 015 188

The Gambling Help Line.....
1800 060 757

Footscray Community Legal Centre.....
03) 9689 8444

For accommodation:

Hotel:

Footscray Motor Inn Melbourne (03) 9687 6877 90 Droop Street Footscray Victoria 3011

Homestay

Footscray House (03) 96870992 Organisation 633 Barkly St, West Footscray, Vic 3012

Hostel

Carinya Youth Hostel (03) 9687 5458 101 Droop St, Footscray, VIC 3011

Real Estate (Rental)

Sweeney Estate Agent (03) 9689 8388 329 Barkly St, Footscray Victoria 3011

For Medical Issues

Local medical services are as follows:

Referral Services Name & Location Contact Phone

Available Hospital (Emergency)

Western Health, Footscray (03) 8345 6666 148 Gordon St, (03) 8345 6666 Footscray VIC 3011

The Alfred, 9076 2000

Austin Hospital, Ph 9496 5000

Royal Children's Hospital: (03) 9345 5522

Hospitals and Medical Issues Royal Women's Hospital: (03) 9344 2000

St Vincent's Hospital: (03) 9288 2211

Doctor/ Medical Centre

Ashley Street Medical Centre (03) 9687 1424 88 Ashley Street Footscray West

Dentist

Dental Services (03) 9687 8500 534 Barkley Street West Footscray-3011

Optometrist

Modern Vision (03) 9689 8133 154 Hopkins Street Footscray-3011

Refer to Yellow Pages directory or visit website www.yellowpages.com.au for services near you

For Legal Services

The CAC is able to provide some advice and guidance on a limited range of situations. Where the Student Support Officer feels it appropriate for you to gain professional legal advice they will refer you to an appropriate legal professional.

Referral Services Available Name & Location Contact Phone

Free legal advice Footscray community legal Centre 03-96898444

Fitzroy legal service in footscray 03-9642 0877

Lawyer Robert Stary Lawyer in Footscray (03) 9687 7444

The College Of Arbitrators & Mediators Australia Level 1/190 Queen St Melbourne

Ph: (03) 9607 6908

Victoria Legal Aid - <http://www.legalaid.vic.gov.au/>

[Translating and Interpreting Service](#) - Phone 131 450

Local Amenities

Within the immediate vicinity of the CAC the following facilities are available:

Public Transport

By train, the college is located 50m from West Footscray train station (Sydenham line),

By bus, the college is 100m from buses no 220, 116,119 from Barkley street bus stop, which go from City to Sunshine.

Shopping

A local shopping centre is in Footscray.

Post Office

Footscray West Local Post Office
578 Barkly Street, Footscray West, VIC 3012
P: (03) 9687 5149 F: (03) 9689 9508

14. Important information and emergency contacts (Melbourne CBD Campus)

CAC Melbourne CBD Campus Contact details

CAC Student Administration: 03 9687 4275,

email: admin@cac.edu.au

Student Support Emergency Phone number:

0422 443 268 or 0434 282 260

CAC – Public Transport Information Melbourne

There is no on-campus parking allocated for students. As the college is located opposit to Flinder Street train station, the students are advised to use public transport to avoid parking hassle.

For train timetables, please vist: <https://ptv.vic.gov.au/timetables> Flinder Street Train Station.



Emergency and Help Services Melbourne

Emergency contacts

Fire, ambulance and police emergency – Ring 000 for Fire, Police or Ambulance in ay life threatening emergency

For a mobile phone call 112

Helpful contacts

For personal and social issues:

Following are some of the organisation which can be referred to for external counselling and Support:

Relationship Australia.....
1300 364 277

Lifeline.....
13 11 14 (24 hour counselling service)

Mensline Australia.....
1300 78 99 78

Kids Help Line.....
1800 55 1800 (24 hour counselling service)

Griefline (Telephone Counselling Service).....
03 9596 7799 (12 noon - 3 am)

Direct Line (Drug and alcohol service).....
03 9416 1818 or 1800 136 385

Crisis Help.....
1 800 627 727

Women's Domestic Violence Crisis
1 800 015 188

The Gambling Help Line.....

1800 060 757

Footscray Community Legal Centre.....
(03) 9689 8444

For accommodation:

Hotel:

Endeavour Hotel Melbourne
328 Flinders St, Melbourne VIC 3000
Ph: (03) 9250 1888

United Backpackers Melbourne
6 Degraives St, Melbourne VIC 3000
Ph: (03) 9654 2616

Hostel:

The Greenhouse Backpacker
Level 6/228 Flinders Ln, Melbourne VIC 3000

Real Estate (Rental):

Leasing Melbourne Real Estate
4/175 Flinders Ln
Ph: (03) 9670 5444

Harcourts Melbourne City:

107/517 Flinders Ln
Ph: (03) 9664 8100

For Medical Issues

Referral Services Name & Location Contact Phone

The Royal Melbourne Hospital, (03) 9342 7000

The Alfred, 9076 2000

Austin Hospital, Ph 9496 5000

Royal Children's Hospital: (03) 9345 5522

Hospitals and Medical Issues Royal Women's Hospital:
(03) 9344 2000

St Vincent's Hospital: (03) 9288 2211

For Legal Services

The CAC is able to provide some advice and guidance on a limited range of situations. Where the Student Support Officer feels it appropriate for you to gain professional legal advice they will refer you to an appropriate legal professional.

Referral Services Available Name & Location Contact Phone

Free legal advice Footscray community legal Centre 03-96898444

Fitzroy legal service in footscray 03-9642 0877

Lawyer Robert Stary Lawyer in Footscray (03) 9687 7444

The College Of Arbitrators & Mediators Australia Level 1/190 Queen St Melbourne

Ph: (03) 9607 6908

Victoria Legal Aid - <http://www.legalaid.vic.gov.au/>

Translating and Interpreting Service - Phone 131 450

Local Amenities

Within the immediate vicinity of the CAC the following facilities are available:

Public Transport

By train, the college is opposite to Flinder street train station, By bus, the college is very close to the bus stops and tram stops, which are along Flinder Street, Elizabeth Street.

Shopping

A local shopping centre is in Melbourne CBD.

Post Office

Australia Post
Shop 8/271 Collins St
Ph: 13 13 18

15. Important information and emergency contacts (HOBART CBD Campus)

CAC Hobart CBD Campus contact details

Level 3/4 – 45 Murray Street, Hobart, TAS 7000

CAC Student Administration: 1300 258 369, email: hobart-admin@cac.edu.au

Student Support Emergency Phone number: 0422 443 268 or 0434 282 260

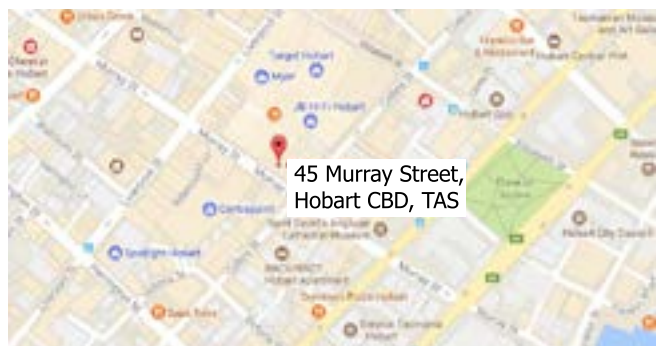
CAC – Public Transport Information Hobart

There is no on-campus parking allocated for students. On-site car parking is available for staff only. Please take note of parking restrictions in the area and parking fines may apply for infringing these parking limits.

As the college is located in the CBD, it is accessible by public transport, the students are advised to use public transport to avoid parking hassle.

For bus timetables, please visit: https://www.transport.tas.gov.au/public_transport

All the practicals for Automotive qualification will be conducted at 7/2 Kennedy Drive, Cambridge TAS.



Emergency contacts

1. Tasmania Police, 47 Liverpool St, Hobart TAS 7000, Phone: 13 14 44
2. State Emergency Service, 28 Bathurst St (03) 6173 2700

For personal and social issues

- Lifeline: 24-hour suicide prevention counselling. 13 11 14.
- Mensline Australia: Counselling for men in distress. 1300 78 99 78.
- Kids Help Line: 24-hour counselling for people between 5 and 25 years. 1800 551800.
- Griefline: Grief counselling noon – 3am, 365 days a year. (03) 9935 7400.
- DirectLine: 24-hour drug and alcohol counselling. 1800 888 236.
- Crisis Accommodation Information: 1800825 955 24-hour free call.
- Women's Domestic Violence Crisis: 1800 015 188.
- Gambling Help Line: 24-hour counselling for gamblers. 1800 858 858.

For medical services

- Medical Services Local Health Services in Tasmania/ National Health Services Directory 1300 135 513, 1800 022 222
www.myhospitals.gov.au
www.dhhs.tas.gov.au
www.healthdirect.gov.au
- Royal Hobart Hospital (03) 6222 8308
www.dhhs.tas.gov.au/hospital/royalhobart-hospital
- Hobart Private Hospital (03) 62143000
www.hobartprivatehospital.com.au
- St Helen's Private Hospital (03) 62216444
www.sthelensprivatehospital.com.au
- Free after Hours GPs helpline 1800 022 222
www.healthdirect.gov.au
- Argyle Medical (03) 62388222 1800 022 222 (After Hours)
www.argylemedical.com.au
- North Hobart Medical Centre (03) 62310318
- City Doctors and Travel Clinic (03) 62313003
www.citydoctors.com.au
- Collins Street General Practice (03) 62233355
www.grosvenorstgp.com.au
- Davey Street General Practice (03) 62236223
- Wellness Medical (03) 62311555
www.wellnessmedical.com.au

For accommodation:

While CAC does not offer accommodation services or take any responsibility for accommodation arrangements we are able to refer students to appropriate accommodation services and are always available to discuss any issues or concerns a student may have with their accommodation arrangements.

All students are encouraged to have accommodation organised prior to arrival in Australia but the Student Support Officer can refer students to appropriate accommodation services.

For legal issues

- Hobart Community Legal Service, Hobart, TAS (03) 6223 2500
- Women's Legal Service, Barrister, Hobart, TAS (03) 6231 9466
- Slater and Gordon Layers, Legal Services, TAS 1800 555 777
- Butler McIntyre & Butler, Solicitor, Hobart, TAS, (03) 6222 9444

- PWB Layers, Law Firm, Hobart TAS, (03) 6235 1111
- Legal Aid Commission of Tasmania, Legal Services, Hobart TAS, 1300 366 611

Local Amenities

Shopping Centres:

- Woolworths Hobart CBD
- Centrepont
- Target Hobart
- Myer
- JB Hi Fi

Banks:

- Bendigo Bank
- Suncorp Bank
- Commonwealth Bank of Australia
- BOQ Hobart Bank

Post Office:

- Australia Post – Hobart GPO Post Shop, 9 Elizabeth Street, 13 13 13

The Fair Work Ombudsman's top tools and resources for international students

The table below provides an overview and includes links to the FWO's top five tools and resources most relevant to international students.

Tool or Resource	Description	Links to resources
General information for international students	The Fair Work Ombudsman (FWO) has tailored information on its website for visa holders, including international students. It covers basic workplace relations information, common issues faced by students, such as unpaid work and information about visa protections.	<ul style="list-style-type: none"> • www.fairwork.gov.au/internationalstudents • Visa protection • International students fact sheet • Jessica's story • Unpaid work • Student Placement and Internships
Community presentation package	The working in Australia community presentation package is designed to assist people like international student support officers and advisors train their colleagues about workplace laws. Anyone can use the package – the user does not need to be an industrial relations expert.	<ul style="list-style-type: none"> • www.fairwork.gov.au/presentationpackage
Record My Hours app	The Record My Hours app assists workers to easily record and store their hours of work. The app is free to download, available for both Apple and Android, and developed with young visa workers in mind. It's available in 18 languages and automatically detects the language settings on a user's smartphone.	<ul style="list-style-type: none"> • www.fairwork.gov.au/app • iTunes store • Google Play
Anonymous Report	An online interactive form allows anyone to report a workplace concern anonymously. Information provided to the FWO helps it plan its current and future education and enforcement activities. The form is available in English and 16 other languages.	<ul style="list-style-type: none"> • www.fairwork.gov.au • www.fairwork.gov.au/language
In language content	The FWO website translates into 40 different languages, and recognises browser settings automatically translating content into a user's preferred language. The FWO's website also delivers professionally translated information in 30 languages. The content includes downloadable resources and more detailed topic based information to address the common questions asked by international students. It also includes in-language video resources in 16 languages.	<ul style="list-style-type: none"> • www.fairwork.gov.au • www.fairwork.gov.au/language

If you have any questions about the Fair Work Ombudsman's tools and resources, please contact the FWO at community.engagement@fwo.gov.au.

Notes:

[illegible]



Central Australian Institute of Technology Pty Ltd trading as Central Australian College
RTO 22302 | CRICOS 03217C | ABN 27130385581

VICTORIA

FOOTSCRAY CAMPUS (Main Campus)

Address : 8 Cross street, Footscray West, VIC 3012
Phone : 1300 258 369
Email : admin@cac.edu.au
Website : www.cac.edu.au
Business hours : Monday to Saturday (9:00am - 5:00pm)

MELBOURNE CBD CAMPUS

Address : Level 1, 276 Flinders Street, Melbourne 3000
Phone : 1300 258 369
Email : admin@cac.edu.au
Website : www.cac.edu.au
Business hours : Monday to Friday (9:00am - 5:00pm)

TASMANIA

HOBART CBD CAMPUS

Address : Level 3&4, 45 Murray Street, Hobart, TAS 7000
Phone : (+61) 03 9448 7007
Email : hobart-admin@cac.edu.au
Website : www.cac.edu.au
Business hours : Monday to Friday (9:00am - 5:00pm)