



STUDENT HANDBOOK

MVJ Enterprises Pty Ltd t/a YES College
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ABN: 75 095 368 773
ACN: 095 368 773
RTO Code: 0249
CRICOS Provider Code: 03282E

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Student Handbook

Version: 6.0

Implemented: 14th December 2022

To be reviewed: 14th December 2023

Responsibility: Chief Executive Officer

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Welcome

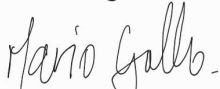
It is with pride and pleasure that I welcome you to YES College. Your decision to join the College is an excellent one and one in which you will gain immense satisfaction.

As a student, you are expected to apply yourself to College regulations, your study and display professional behaviour at all times. With this approach, you can expect from the College strong support and efficient services to ensure you have the finest opportunity to achieve your best.

Our aim is to provide high quality industry-based training courses for current and future workers in the Automotive, Beauty, Business, Building and Civil Construction, Community Services and Management industries. The College continues to work toward its goals of achieving academic and service excellence.

On behalf of all staff at YES College, I hope your studies will be challenging and enjoyable and wish you every success with your studies.

Kind Regards,



Mario Gallo, MBA(UON), JP
Chief Executive Officer

BEFORE YOU START

As a Registered Training Organisation (RTO Code: 0249) and CRICOS Provider (CRICOS Provider Code: 03282E) YES College can deliver nationally recognised Vocational Education and Training (VET) courses to domestic and international students. YES College currently delivers the following courses from its Parramatta campus located at Suite 301, 106 Church Street, Parramatta, NSW 2150:

Automotive

- AUR30620 Certificate III in Light Vehicle Mechanical Technology (CRICOS Course Code: 106393H)

Beauty

- SHB50115 Diploma of Beauty Therapy (CRICOS Course Code: 089060G)

Building and Civil Construction

- CPC50220 Diploma of Building and Construction (Building) (CRICOS Course Code: 108690E)
- RII60520 Advanced Diploma of Civil Construction Design (CRICOS Course Code: 107982A)

Business

- BSB40120 Certificate IV in Business (CRICOS Course Code: 103973A)
- BSB50120 Diploma of Business (CRICOS Course Code: 106075M)
- BSB60120 Advanced Diploma of Business (CRICOS Course Code: 106076K)

Community Services

- CHC52015 Diploma of Community Services (CRICOS Course Code: 106394G)

Graduate

- BSB80120 Graduate Diploma of Management (Learning) (CRICOS Course Code: 106078H)

Management

- BSB40520 Certificate IV in Leadership and Management (CRICOS Course Code: 103973A)

- BSB50420 Diploma of Leadership and Management (CRICOS Course Code: 104244D)
- BSB60420 Advanced Diploma of Leadership and Management (CRICOS Course Code: 106077J)

Key Roles within the organisation is as follows:

Chief Executive Officer –The Chief Executive Officer's (CEO) role involves providing leadership to the College's purpose, values, direction and quality expectations. The CEO is also responsible for ensuring the effective development and implementation of strategy to ensure YES College remains competitive, profitable and compliant.

Operations Manager: The Operations Manager is responsible for providing leadership around the College's day-to-day activities to ensure they align with the organisations business objectives and meet VET Quality Framework, ESOS Act and associated, legislation, regulation, standards, codes and framework requirements. The Operations Manager is also responsible for ensuring compliance with all aspects of the organisation, acting on audit outcomes, meeting quality indicator submission requirements and for ensuring high quality outcomes in all areas of the organisations operational activities, including outcomes within the academic, student services, marketing, and administration functions of the business.

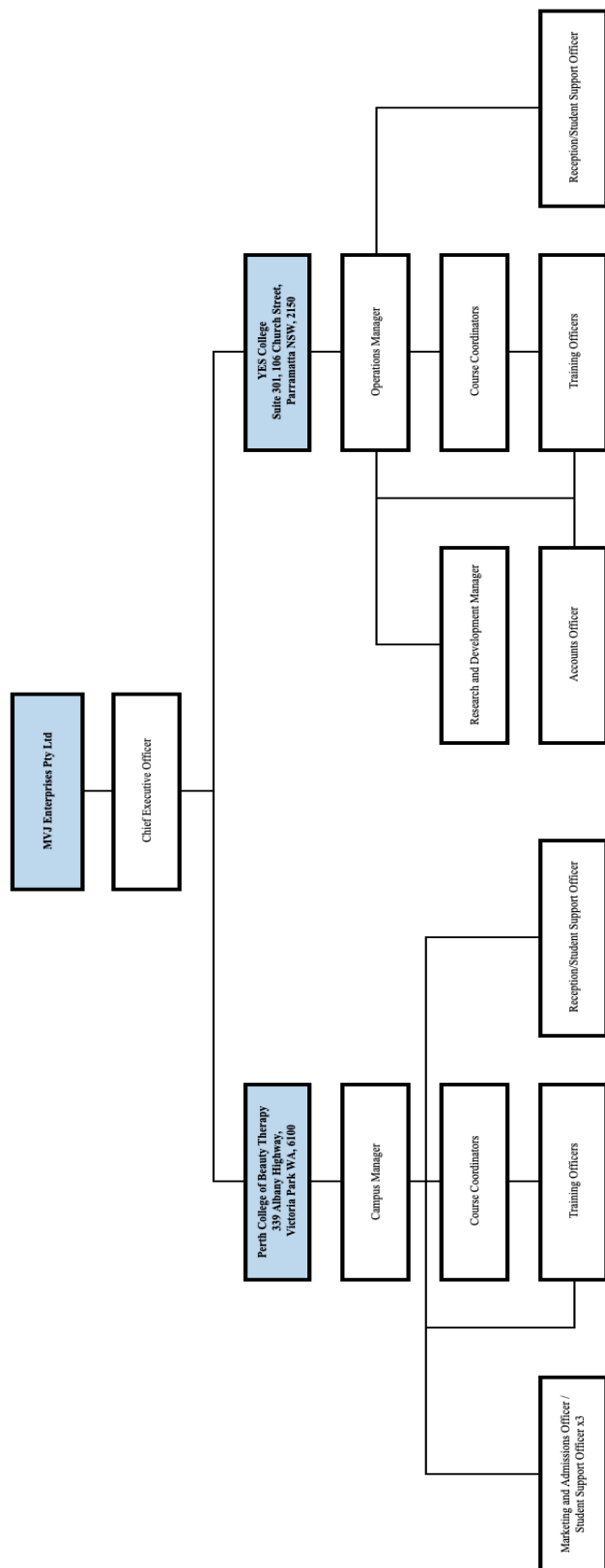
Research and Development Manager: The Research and Development Manager is responsible for planning, organising, directing, controlling and coordinating research and development activities within the organisation.

Course Coordinator/Training Officers: Course Coordinator/ Training Officers are responsible for the delivery and assessment of YES Colleges programs to students and the review of learning materials and assessment tools within the organisation. Training Officers teach students to excel in their vocation.

Reception/Student Support Officer: Reception/Student Support Officer is the first point of contact for all staff and students. Reception/Student Support Officer is responsible for answering phone calls professionally, passing on information and messages to relevant staff members and assisting staff and students with general questions they may have.

For who to specifically see with issues you may have, please refer to the 'Quick Guide: Who Can Help Me' section in this handbook.

ORGANISATION CHART



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COLLEGE LOCATION AND FACILITIES

YES College is located at Suite 301, 106 Church Street, Parramatta, NSW 2150.



The premises is located 2 to 4 minutes walk from Parramatta Train Station and is easily accessible via public transport.

The college building comprises of:

- 7 theory classrooms, equipped with power point projectors, trainer computers, white boards
- 3 salons
- 2 Student computer labs, equipped with 50 flat screen computers in total with Microsoft Office, Internet, printing and photocopying facilities
- Student reference library
- Student services and admin offices
- Meeting rooms
- Student break out area with kitchen facilities

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- Staff kitchen
- Male, female and disabled toilets

<p>GENERAL STAFF OPERATING HOURS:</p> <p>Monday to Friday: 9:00am – 5:00pm</p>	<p>STUDENT COMPUTER LAB OPERATING HOURS:</p> <p>Monday to Friday: 9:00am – 5:00pm</p>
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1.0 INTRODUCTION

This Student Handbook is designed to provide students with relevant information to assist with their studies and life at YES College.

You may use the 'Quick Guide: Who Can Help Me' section on the next page to quickly locate the most appropriate person to contact with your query.

We have attempted to make this Student Handbook as comprehensive and helpful as possible, however if you feel we have missed something, please email your ideas and suggestions to the Operations Manager at operations@yescollege.com.au.

A more comprehensive record of YES College's policies and procedures, including explanations and advice can be obtained by visiting the Student Services Team.

2.0 QUICK GUIDE - WHO CAN HELP ME

Staff Hours are from 9:00am – 5:00pm, Monday to Friday			
Issue	Position	Email Address	Phone Number
After hours emergency	Operations Manager	operations@yescollege.com.au	+61 2 9635 0652
Admissions and Enrolment Overseas Student Health Cover Visa Issues Re-enrolment	Research and Development Manager	balkar@yescollege.com.au	+61 2 9635 0652
Academic Issues Classroom Issues Recognition of Prior Learning/Credit Transfer Timetabling	Talk to your Training Officer first then: Operations Manager	operations@yescollege.com.au	+61 2 9635 0652
Accommodation Issues Airport Pickup Bank Account Assistance Career/Job Counselling Complaints and Appeals Cultural Adjustment English Language Support Finance/Fees Issues Settlement Issues Welfare Issues	Talk to your Training Officer first then: Reception/ Student Support Officer Or Research and Development Manager Or Operations Manager	info@yescollege.com.au operations@yescollege.com.au	+61 2 9635 0652
Academic Progress Access to Policies and Procedures Attendance Certificates, Statement of	 Reception/ Student Support		+61 2 9635 0652

Results and Statements of Attainment	Officer		
Change of Address	Or		
Deferment, Suspension or Cancellation Applications	Research and Development Manager	info@yescollege.com.au	
Extra-curricular activities	Or		
Graduation	Operations Manager	operations@yescollege.com.au	
Orientation			
Personal Files and Documentation			
Refund Applications			
Student ID Cards			
IT Issues e.g. Computer Issues, Student Printing, Photocopying	Research and Development Manager	info@yescollege.com.au	+61 2 9635 0652

3.0 ACCESS AND EQUITY

Policy

The aim of YES College's access and equity policy is to promote full and equal participation of all students and staff, and to foster an environment free of discrimination and harassment. YES College is committed to ensuring equal opportunity for all.

YES College's access and equity principles:

- 1.1 All staff and students have a right to equal opportunity
- 1.2 There is recognition of, respect for and promotion of diversity within our community
- 1.3 There is encouragement of initiatives to effect change
- 1.4 While some people clearly need our advocacy, we support and encourage people on the journey of self-determination and self-advocacy (empowerment)
- 1.5 Everybody has the right to participate in decisions that affect their lives

To view our full policy, refer to our Access and Equity Policy available at Reception.

4.0 ACCOMMODATION

Accommodation will vary according to your needs, budget, and where you wish to live. Sydney has many options for students including homestay, shared accommodation, serviced apartments and private leasing (rental). Many of these accommodation options are available close to the college or with direct public transport access to the college.

Rental

You can rent or 'lease' a property by yourself or with friends. This can be done through a real estate agent or privately. When renting 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 to repair any damage that you, your house mates or house guests cause to the property while renting. Some, or all, of this amount may be refunded to you once your tenancy agreement has terminated.

For more information on your rights and obligations when renting in NSW you should contact the NSW Government Fair Trading on 13 32 20.

Homestay

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.

Legal protection

You have certain responsibilities to meet when it comes to paying accommodation expenses on time, cleaning and maintenance. You also have the right by law to feel secure in your property, maintained with working facilities. If there are any problems with your accommodation, talk to your agent or landlord (if renting) or the service where you found your homestay.

There are also organisations such as tenants unions and consumer advocates that can provide assistance. To find out more please contact the Student Services Team.

Estimated costs for accommodation in Sydney are as follows:

- Share Accommodation – AUD\$85 - \$215 per week
- Rental Accommodation – AUD\$220 - \$440 per week
- Homestay – AUD\$235 - \$325 per week
- Hostels and Guesthouses – AUD\$90 - \$150 per week

Students should make enquiries and arrangements for accommodation prior to arriving in Australia.

5.0 ADDRESS AND CONTACT DETAILS

Condition 8533 of your student visa requires you to notify your education provider of your residential address in Australia within 7 days of arriving in Australia. In addition, you must notify your education provider of any change in your residential address within 7 days of the change.

It is your responsibility to ensure that you always update your address details at the College to ensure you receive important information about your course, fees, receipts and any other important information.

6.0 ADMISSIONS

YES College ensures that all individuals who gain access into a Nationally Accredited Program have the appropriate skills and abilities they require to be successful in their studies.

Each course has specific entry requirements as listed in the course information sheet for the particular course.

We will assist you with Admissions into your chosen program and will guide you through the admissions process.

If you have any questions with regards to Admissions, please speak to the Marketing and Admissions Team or see the College's Student Entry Requirements, Selection, Enrolment and Orientation Policy available at Reception.

7.0 AIRPORT PICKUP

We are able to arrange to pick you up from the airport on arrival. This service comes as an additional fee. Please speak to YES College Marketing and Admissions staff to arrange for this or if you would like to know more information including current prices.

8.0 ASSESSMENT

Assessment is the means by which we determine whether or not a competency has been achieved. It is the process of collecting evidence and making judgements about the extent to which a person demonstrates the knowledge and skills as set out in the standards or learning outcomes of a unit of competency. For an effective assessment system in a competency environment, some basic principles must apply.

Underlying principles of assessment:

- a) **Valid:** The assessments actually assess what they claim to assess and what they have been designed to assess. Validity of assessment is when:
 - Assessors are fully aware of what is to be assessed, as indicated by the standards of competence, including clearly defined performance criteria;
 - Appropriate evidence is collected from activities that can be clearly related to the units of competency.
- b) **Reliable:** Individual learners would get a similar result if tested on different occasions, given the same set of circumstances
- c) **Flexible:** The assessment instrument can be adapted to suit work needs and site needs
- d) **Fair:** Assessment instruments are fair when:
 - 1. The Instrument is non discriminatory and inclusive
 - 2. The Instrument can be reasonably adjusted
 - 3. Language, literacy, numeracy requirements are appropriate for the competency level

Underlying rules of evidence:

- a) **Valid:** Validity means the instrument covers the knowledge and skills that are essential to competent performance as set out in the unit of competency.

- b) Sufficient:** The instrument allows for the collection of sufficient quality and quantity of evidence – as set out in the Critical aspects of evidence for the unit of competency.
- c) Authentic:** The instrument allows an assessor to be assured that the evidence presented for assessment is the candidate's own work.
- d) Current:** The instrument allows enough current evidence to be collected to make a decision of competent/not yet competent.

Your program of study may include a combination of any of the following assessment tasks:

- **Demonstration:** Any practical display that happens off-the-job including role-play, simulation and performance of a skill.
- **Knowledge test:** Multiple choice questions, short answer or essay, usually under supervised and/or timed conditions. May be written, oral or open-book.
- **Interview:** Interviews may be conducted face-to-face, by telephone or web conference.
- **Presentation:** Oral presentations may be made to an audience during a workshop or on video. Differs from demonstration as not actually demonstrating a skill.
- **Project:** A series of tasks to be completed to produce a specific definable outcome. The outcome is known as the deliverable. Once the outcome has been delivered the project is finished.
- **Report:** A report provides information about something that has happened. Usually done in the candidate's own time and submitted for assessment. A reflective journal is a type of report.
- **Documents:** A candidate may be asked to present previously completed documents as evidence. A supervisor's verification is also a document.
- **Workbook:** Completion of the assessment activities in the student's workbook. Assessment activities may relate to questions assessing knowledge, demonstration of skills, case studies and practical activities which become part of formative assessment and are collected over a period of time.

Your Training Officer will provide you with the full details of the assessment tasks for each unit of competency in your program and will let you know when each assessment task is due and the required acceptable standard.

Note that the College's Assessment, Reassessment and Repeating Units of Competency Guidelines Policy applies to all assessment tasks. The College will go through this policy with you at Orientation and is available from your Training Officer or Reception.

9.0 ASSESSMENT RESULTS

To successfully complete a unit of competency i.e. achieve a Competent result for the unit, you must achieve a Satisfactory Result for all assessment tasks for that unit. Your Academic Results will be available within 10 working days of your final assessment task for the unit and will be given to you by your assessor. You can also access your results by visiting the Student Services Department.

10.0 ATTENDANCE

Regular attendance is expected in all courses we offer.

11.0 BANKING

Most banks are open Monday – Thursday from 9:30am – 4:00pm and on Friday from 9:30am – 5:00pm with some banks open for limited hours on Saturday and closed on Sunday. To open an account, take your passport and student ID card and the money you would like to deposit to the information desk and ask for a savings and/or transaction account. You can change your money from foreign currency to Australian dollars at any bank.

12.0 CERTIFICATES AND STATEMENT OF RESULTS

YES College will issue AQF Qualifications upon the successful completion of the course that is outlined in your Student Acceptance agreement.

YES College will ensure all qualifications and Statement of Attainments that are issued from YES College are within its Scope of Registration and meet the requirements as

stipulated in the relevant nationally endorsed Training Packages, qualifications, competency standards or units specified in accredited courses.

Once you have met your program requirements and paid your relevant tuition fees, you are able to apply for your Certificate and Statement of Results (SOR) by completing the Certificate Issue Request Form. On completion of the form, the college will check you have met all course requirements and have paid all tuition fees.

AQF certification documentation is issued to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete, and providing all agreed fees the learner owes to YES College has been paid.

If you have not completed all program requirements, you may be eligible for a Statement of Attainment for your successfully completed units. To apply, please fill in the Statement of Attainment Issue Request Form.

13.0 CHEATING AND PLAGIARISM

Assessments and tests are considered the most important aspect of student development throughout the course and any form of plagiarism or cheating will be considered a serious violation of College rules. To ensure the most fair and honourable system of assessment for students, YES College operates and maintains a policy of honesty and integrity with regards to the presentation and submission of all assessments. This is viewed formally with serious consequences for any deviations to this intent.

Policy

Students who are found cheating or guilty of plagiarism in any form of assessment will be deemed Not Yet Competent for the relevant Unit of Competency. The student will then need to undertake a re-assessment at an additional cost of \$50 per assessment task.

Students who are found cheating or guilty of plagiarism for a second time will need to re-enrol and repeat the entire Unit of Competency and pay applicable fees. Students will also be issued with an official written warning, which will be placed in the students file. Continued behaviour of this kind may result in the student being expelled from the College.

Full details regarding Cheating / Plagiarism can be found in the College's Assessment, Reassessment and Repeating Units of Competency Guidelines Policy available at Reception.

14.0 CHEMISTS

Most chemists are open from 9:00am – 5:30pm. If you need a chemist urgently, ask YES College Reception or Student Services Team to find out if there is local chemist that closes late.

15.0 CLASSROOM OPERATION

Introduction

The security and appearance of the classrooms is the responsibility of the teacher allocated to that room and should reflect the professional image that the College holds. As ownership and pride in the student's surroundings and the presentation of their work is to be considered part of their professional development, it is expected that these activities be incorporated into class time. Behaviour in the classroom is expected to be conducive to the most effective learning environment for all class participants.

Guidelines

- 1.0 Food and beverages are not permitted to be consumed in classrooms.
- 1.1 At the end of every class, the room is to be tidied up, chairs pushed in, and tables straightened. This is to be checked by the teacher before dismissal.
- 1.2 In the case of temporary rearrangement or movement of College resources and materials, these are to be returned by the students at the end of the session.
- 2.0 All classrooms should be locked when not in use.
- 3.0 Please be aware that some classrooms are used for scheduled meetings after class times and therefore will not always be available for Teachers.
- 3.1 If class rooms are required for use outside usual class times bookings are required to be made in advance through the Operations Manager.

- 4.0 On advice of Open Days or other special occasions, Teachers are required to organise the cleaning and set up of the room using display material appropriate for their class.
- 4.1 As classes are utilised by more than one class, Teacher's will be advised of the particular classroom they will display.
- 4.2 In the case where the Teacher feels additional cleaning is required, cloths and spray cleaner will be made available for tables and boards.
- 4.3 Vacuuming will be covered by Maintenance department procedures.
- 5.0 The use of electronic equipment such as mobile phones is not permitted whilst class is in session.
- 5.1 A lap top computer is permissible provided it is relevant to the class.
- 5.2 The use of a dictionary by students in class is permitted.
- 5.3 Under no circumstance may a student connect their laptop, smartphone, or any electronic device, to YES College's server, for any reason whatsoever including for use of the internet.
- 6.0 Students are expected to use appropriate language at all times.
- 6.1 Teachers are also reminded that the use of offensive language in class does not reflect the College philosophies.
- 6.2 Students are expected to speak English in the classroom in accordance with local etiquette.
- 7.0 In accordance with WHS procedures please advise the Operations Manager by email operations@yescollege.com.au for any maintenance issues apparent in the classroom or anywhere within the college campus. This advice will be attended to in a timely manner.

16.0 CODE OF CONDUCT

All students enrolled in programs or using the services of the College are required to maintain appropriate standards of conduct at all times.

Guidelines

Where behaviour is deemed to be improper or inappropriate as outlined below, the College will take action in accordance to the Student Disciplinary Policy.

1.0 Improper or Inappropriate Behaviour

- 1.1 Improper or inappropriate behaviour includes but is not restricted to:
- 1.2 Being on YES College premises and consuming or having consumed alcohol;
- 1.3 Persistent disruptive behaviour;
- 1.4 Verbally abusive or hostile behaviour affecting fellow students;
- 1.5 Smoking or the use of prohibited or illegal substances at YES College classes or on YES College premises;
- 1.6 Deliberate misuse of YES College equipment or materials;
- 1.7 Behaviour of a discriminatory nature;
- 1.8 Carriage, use or being in possession of a prescribed or regulated weapon or dangerous article on YES College premises;
- 1.9 Physical assault on a member of general or teaching staff, other students or members of the public or behaviour which is perceived to be threatening;
- 1.10 Theft from staff or students at YES College;
- 1.11 Slander or harassment (whether verbal, sexual or otherwise) of staff or other students;
- 1.12 Arson of YES College property;
- 1.13 Wilful or malicious damage to YES College property or equipment.
- 1.14 Any student who has been found to willingly or accidentally activate fire or security alarms which result in the calling out of emergency services such as the fire department, police, ambulance or any other emergency service will be liable for whatever costs are incurred by their actions. Furthermore, students may be prosecuted under State or Federal laws in relation to their actions.

2.0 Serious Misconduct

- 2.1 Serious misconduct is deemed to be behaviour that is illegal, wilful or premeditated. This behaviour can result in immediate suspension pending investigation and may lead to expulsion.
- 2.2 Misconduct of a criminal nature will be reported to the appropriate authority.

3.0 Student Conduct

- 3.1 Students enrolled at YES College should adhere to the following;
 - 3.1.1 Respect other people's rights to hold different positions and views in our society;
 - 3.1.2 Are receptive to others point of view;

- 3.1.3 Do not discriminate against another person for their beliefs, nationality, religion, age, associations or sex;
- 3.1.4 Not to impose their own values on other students.
- 3.1.5 Students are given the capacity and right to learn with equal opportunity to develop their maximum potential.

17.0 COLLEGE CODE OF PRACTICE

In all interactions with YES College and its staff, the College will comply with its Code of Practice.

Policy

YES College promotes a professional educational environment and expects all staff to conduct themselves in a professional manner. The College acts with the highest level of integrity in providing quality Vocational Education and Training services to its clients and adopts policies, procedures and practices, which comply with all relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its operations and scope of registration.

YES College:

- Advertises and markets its training services with integrity, accuracy and professionalism
- Recruits participants in a responsible and ethical manner
- Provides accurate, relevant and up-to-date information and states its fees and charges to its students prior to enrolment
- Provides qualified and experienced trainers and assessors who:
 - Undertake their duties with honesty, objectively, integrity and diligence
 - Act professionally and give the highest standards of service to students
 - Conduct fair, flexible, valid and reliable competency based assessments
- Provides up-to-date facilities and equipment in a safe and healthy environment
- Delivers monitors and reviews training and assessment services to ensure that the interests and welfare of students are maintained
- Provides an appeals and grievance procedure and opportunities for reassessment

- Recognises the rights and dignity of the students observing at all times the tenets of Anti-Discrimination and Equal Opportunity Laws.
- Complies with the requirements of Commonwealth, State or Territory legislation and regulatory requirements relevant to its operations and scope of registration (outlined in the College's Legislative and Regulatory Requirements policy)
- Treats students fairly with professional concern for their interests and refers students to external advice if necessary
- Acts in a way that promotes co-operation and good relations among the people the organisation works with
- Maintains accurate confidential and secure training and financial records
- Encourages feedback and evaluation from stakeholders
- Observes total discretion and confidentiality in all dealings
- Provides timely and accurate information to government agencies and funding bodies

18.0 COMPASSIONATE AND COMPELLING CIRCUMSTANCES

Policy

YES College will assess whether compassionate or compelling circumstances exist, based on documented evidence provided by the student.

The evidence will be reviewed and a decision made at the discretion of YES College.

Definition

Compassionate or compelling circumstances are generally those beyond the control of the student, when they have an impact on the student's course progress or wellbeing. These could include:

- serious illness or injury;
- death or illness of close family members such as parents or grandparents
- major political upheaval or natural disaster in the international student's home country requiring emergency travel and this has impacted, or will impact, on the student's studies;
- a traumatic experience which could include:
 - Involvement in, or witnessing of a serious accident; or

- Witnessing or being the victim of a serious crime, and this has impacted on the student;
- Where YES College was unable to offer a pre-requisite unit;
- Inability to begin studying on the course commencement date due to delay in receiving a student visa.
- Where a student fails occasional units throughout the course, but has not done so poorly as to be picked up by YES College's Student course progress policy

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

Guidelines

1.0 Medical certificates provided as evidence must:

- (i) include the doctor's contact details
- (ii) state that the student has a 'medical condition and is unfit for class'
- (iii) state the length of time the student will be unfit for class
- (iv) be issued by a registered doctor

2.0 Death certificates provided as evidence must be translated into English and certified.

3.0 Evidence of a major political upheaval or natural disaster must be within reasonable proximity to the students' family and will be investigated by YES College

4.0 Evidence of a traumatic experience must include a police report or psychologists' report/letter.

4.1. The psychologist report/letter must:

- include the psychologist's contact details
- be issued by a registered psychologist

19.0 COMPETENCY BASED TRAINING

You are participating in competency-based training. So, what exactly does that mean?

Qualifications are made up of Units of Competency. These tell us the skills and knowledge recognised as necessary to perform effectively in a particular area of work, work function, activity or process. Each industry area divides these skills and knowledge into related categories that form Competency Standards for specific industry areas.

The Competency Standards provide a framework for training and assessment and tell us what skills and knowledge an employee at a particular level within a particular industry should be reasonably expected to have.

So a competency is: ... “The ability to perform in a discrete area of work, work function, activity or process to the required level of performance expected in the workplace.”

Our assessments are based on confirming if you have the skills, knowledge and to perform a job.

20.0 COMPLAINTS AND APPEALS

Purpose:

YES College endeavors to create a positive learning environment, free of coercion, unfair treatment or harassment. Any circumstance caused by YES College, its trainers, assessors or other staff, a third party providing services on YES College’s behalf (including, the third-party organization itself, their trainers, assessors or other staff), or another learner of YES College, which affects the well-being of a student, will be dealt with in a professional manner in line with published procedures.

Students who are dissatisfied with decisions made by the College will be able to access the College’s internal and external appeals processes, which are handled with care, fairness, professionalism, objectivity and independence. Should a student access YES College’s appeal process, the students’ enrolment will be maintained until the internal appeals process and if necessary, external appeals process has been completed.

Once the appeals process has been completed, YES College will undertake necessary actions depending on the outcome of the appeals process, within 10 working days of the process being finalised.

YES College’s complaints and appeals policy:

- a) ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process;
- b) are publicly available;
- c) set out the procedure for making a complaint or requesting an appeal;
- d) ensure complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable; and
- e) provide for review by an appropriate party independent of YES College and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.

YES College will endeavour to identify potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of recurrence.

Scope:

This policy applies to complaints and appeals made by students enrolled at YES College about any aspect of their experience with:

- YES College, its trainers, assessors or other staff
- A third party providing services on YES College behalf (including the third-party organisation itself, their trainers, assessors or other staff)
- Another learner of YES College

Students can easily access information about this policy and process from the Student Handbook available from the YES College website and from the Campus Reception at no cost. This policy and process is also part of the international students' *Enrolment Acceptance Agreement*. Staff will inform students about this policy during orientation processes and also throughout their study at YES College.

All staff are made aware of the requirements of this policy through compulsory staff induction, regular meetings, and continuous improvement practices. Staff can access this policy and procedure from the YES College website.

Definitions:

Complaint	Complaint: An expression of displeasure made to YES College by a student, related to YES College's services, trainers, assessors or other staff, education agents, a third party providing services on YES College
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	<p>behalf, another student of YES College or the complaints handling process itself where a response or resolution is explicitly or implicitly expected. Examples of complaints include, but are not limited to:</p> <ul style="list-style-type: none"> ○ Unfair treatment ○ State of classroom facilities, equipment or resources ○ Time taken to receive feedback on academic results ○ Time taken to access any service provided ○ Any interaction <p>A person lodging the complaint is referred to as 'Complainant'.</p>
Appeal	<p>Appeal: A written request by the student for a review of a decision made by YES College or a third party providing services on YES College behalf. Examples of appeals include, but are not limited to:</p> <ul style="list-style-type: none"> ○ An assessment decision ○ YES College intention to report a student for non-compliance of a visa condition ○ YES College decision to not provide a student refund ○ YES College decision to not approve a transfer request ○ YES College decision to not accept an enrolment ○ YES College decision to not approve a suspension of studies, deferment or cancellation request. <p>A person lodging the appeal is referred to as 'Appellant'.</p>

Overview of YES College's internal and external complaints and appeals processes

- YES College manages and responds to allegations involving the conduct of YES College, its trainers, assessors, other staff, or students
- Students can request for a review of decisions (appeal), including assessment decisions, made by YES College.
- Students can discuss their issues informally with any member of the YES College Student Support Team.
- Students can access YES College's complaint and appeal process to lodge a formal complaint or appeal if a matter cannot be resolved informally.

- Students dissatisfied with the informal process can lodge a formal complaint or appeal internally using *YES College's Complaints and Appeals Form*.
- Students can obtain the *Complaints and Appeals Form* from reception or our College website.
- Students should submit completed forms and supporting documentation to the Student Support Officer in person.
- There is no charge for students to lodge a formal complaint or appeal internally.
- Once the completed *Complaints and Appeals Form* is received by YES College, the Operations Manager or delegate will send a written acknowledgement to the complainant/ appellant within 5 days.
- YES College staff will commence assessment of all formal complaints or appeals within 10 working days of it being made in accordance with the YES College's complaints handling and appeals process and policy, and finalise the outcome as soon as practicable.
- YES College staff will record, acknowledge, and deal with complaints and appeal in a fair and effective manner.
- YES College staff will conduct the assessment of the complaint or appeal in a professional, fair and transparent manner. The complainant or appellant will not be discriminated or victimised.
- YES College staff will provide students an opportunity to formally present their case at no cost. YES College students can be accompanied and assisted by a support person (e.g. a family member or a friend who is not a YES College student) at any relevant meetings.
- YES College staff will provide students with a written statement of the outcome of the internal complaint or appeal, including detailed reasons for the outcome as soon as practicable.
- Student not satisfied with the internal complaint resolution process or the outcome can access YES College's internal appeals process within 20 working days from the notification date.
- YES College staff will keep a written and/or electronic record of the complaint or appeal, including a statement of the outcome and reasons for the outcome, in line with its *Record Management Policy and Procedures*. Written record of the complaint or appeal and further action required will be maintained in the *YES College Complaints and Appeals Logbook*.

- Where YES College considers more than 60 calendar days are required to process and finalise the complaint or appeal, YES College Staff will:
 - inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and
 - regularly update the complainant or appellant on the progress of the matter.
- If a student is not satisfied with the outcome of YES College's internal complaints handling and appeals process, YES College staff will advise the student within 10 working days of concluding the internal review of the student's right to access an external complaints handling and appeals process at minimal or no cost to the student.
- YES College staff will provide the students with the contact details of the appropriate external complaints handling and external appeals body.
- If the internal or any external complaints handling or appeal process results in a decision or recommendation in favour of the student, YES College must immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision, and advise the students of that action.
- YES College's complaints and appeals policy, procedures and process:
 - ensures the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process
 - are publicly available
 - set out the procedure for making a complaint or requesting an appeal
 - ensures complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable
 - provide for review by an appropriate party independent of YES College and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.
- YES College will identify potential causes of complaints and appeals and take appropriate corrective action to eliminate or mitigate the likelihood of recurrence.
- YES College will securely maintain records of all complaints and appeals and their outcomes.
- YES College's complaints and appeals policy does not inhibit students' rights to pursue other legal remedies at any point during or after the implementation of procedure.

PROCEDURES:

1. Informal Process

Where possible all non-formal attempts shall be made to resolve complaints. This may include advice, discussions, and general mediation in relation to the issue and the students' complaint. Any staff can be involved in this informal process to resolve issues however the student support team is the preferred contact for students.

Matters dealt informally will not be documented unless YES College staff determines that the matter is relevant to wider operation.

2. Formal Process

Students not satisfied with the outcome of informal processes, may commence formal processes by completing and lodging YES College's *Complaints and Appeals Form*. This form can be accessed from the student display/notice board, campus reception or via YES College's website.

2.1 General Complaints

- All complaints should be submitted to Student Administration. The Student Support Officer will deal with complaints in the first instance and will ensure that all fields of the *Complaints and Appeals Form* are properly filled by the complainant. This include the following information:
 - Submission date
 - Name of Complainant
 - Detailed description of Complaint
 - Attachments (if applicable);
- Once the completed form is received, reception staff will forward the form to the Operations Manager who will then refer the matter to the appropriate staff member depending on the nature of the complaint, and will ensure that the resolution process commences within 10 working days from the date of receipt of the completed form. YES College will endeavour to finalise the process within a reasonable timeframe.
- The Operations Manager will send written acknowledgement to the complainant as soon as practicable after receipt of the completed form, and contact the complainant to arrange the date, place and time for the meeting with all parties involved in the matter allowing them to formally present their case, and attempt to seek resolution.

- On the meeting day, if the complainant has further supporting documents other than those submitted with the Complaints and Appeals Form, the complainant should bring those to the meeting. The complainants are welcomed and encouraged to bring a support person with them to this meeting, or any other related meetings.
- The Operations Manager will conduct the meeting with the complainant. Where necessary, the Operations Manager will include a staff member not involved in the complaint, in relevant meetings.
- After meeting with the complainant, YES College will investigate the complaint and will inform the Complainant of any decisions or outcomes in writing.
- Copies of all documentation, outcomes and further actions required will be placed in the Complaint/Appeal File and the Complaint and Appeal Log Book.
- If the outcome does not favour the complainant, the decision and reasons for the outcome will be provided and the complainant will be informed of his or her right to access YES College's internal appeals processes.

3. Appeals Process

3.1 Internal Appeals

All students have the right to appeal decisions made by YES College. Appeals may arise as a result of decisions made on:

- Assessments
- Notification of breach of course progress and/or attendance requirements
- Suspension or Cancellation (including cancellation due to non-payment of tuition fees)
- Any other decision made by YES College
- To activate the appeals process the student is required to complete the *Complaints and Appeals Form* and submit it to Student Administration in person. The Student Support Officer will deal with appeals in the first instance and will ensure that all the fields of the *Complaints and Appeals Form* are properly filled by the appellant. This includes the following information:
 - Submission date
 - Name of Appellant
 - Detailed description of Appeal

- Attachments (if applicable);
- Students are required to clearly explain the reason for appealing a decision in the form and attach any relevant supporting documentation. Assistance with this process will be provided at request by the YES College Student Support Staff during working hours.
- Once the completed form is received, reception staff will forward the form to the Operations Manager who will refer the matter to the appropriate staff member depending on the type of appeal. The Operations Manager will ensure that the resolution process begins within 10 working days from the date of receipt of the completed form. YES College will endeavour to conclude the process within a reasonable timeframe.
- The Operations Manager will send written acknowledgement to the appellant as soon as practicable after the receipt of the completed form, and contact the appellant to arrange a date, place and time for a meeting with all parties involved in the matter, allowing them to formally present their case, and attempt to seek resolution.
- Where an appeal has been lodged, it will be categorised into one of the following (General Appeals, Assessment Appeals, Appealing YES College's decision) and the appropriate procedure below must be followed:

3.1.1 General appeals

- Where a student has appealed a decision or outcome of a formal complaint, the student is required to notify YES College in writing using *YES College's Complaints and Appeals Form* within 20 working days from the decision notification date. Any supporting documentation should also be submitted with the form.

3.1.2 Assessment appeals

- Where a student wishes to appeal an assessment decision they are required to notify their assessor in the first instance. Where appropriate the assessor may decide to re-assess the student to ensure a fair and equitable decision is made. The assessor will need to complete a written report regarding the re-assessment outlining the reasons why competency was or was not granted.
- If this is still not to the students' satisfaction the students shall formally lodge an appeal by submitting *YES College's Complaints and Appeals Form* outlining their reasons for the appeal. The Appeal/Complaint File will be forwarded to the Operations

Manager who will discuss the details with the assessor and make appropriate notes in the Complaints and Appeals logbook.

- A decision will be made which will either maintain the original assessment decision or will provide details of reassessment to be conducted by another assessor appointed by YES College.

3.1.3 Appealing YES College's decisions on its intention to report the student for breach of course progress or attendance requirements

- Where a student wishes to appeal YES College's decision to report the student to the Department of Education and Training (DET) and Department of Home Affairs (DHA) via PRISMS for a breach of academic or attendance requirements, the students must lodge their appeal by submitting *YES College's Complaints and Appeals Form* outlining the reasons supporting their appeal at the YES College campus reception within 20 working days from YES College's decision notification date.
- The students should have extenuating circumstances as to why the decision should be reviewed and provide any supporting documentation supporting their appeal to Student Administration.
- Student Administration will create a Complaint or Appeal file with a register of activity secured on the inside front cover registering each document received. The Appeal/Complaint File will be forwarded to the Operations Manager who will seek details regarding the initial decision and will make a decision based on the grounds of the appeal. All details pertaining to the appeal process will be updated into the '*YES College Complaints and Appeals Logbook*'.
- Where a student has decided to access the appeals process in relation to a breach of course progress or attendance requirements, YES College staff must not report the student in PRISMS until:
 - o the internal, and where relevant, external appeals process has been completed and the decision or recommendation supports the registered provider

3.1.4 Appealing suspension or cancellation of enrolment

- Where a student wishes to appeal a suspension or cancellation of the student's enrolment (including cancellation due to non-payment of tuition fees) initiated by YES College, the student is required to lodge *YES College's Complaints and Appeals*

Form outlining the details of their appeal within 20 working days from the decision notification date. The students should have extenuating circumstances as to why the decision should be reviewed and provide any supporting documentation supporting their appeal to Student Administration.

- Student Administration will create a Complaint or Appeal file with a register of activity secured on the inside front cover registering each document received. The Appeal/Complaint File will be forwarded to the Operations Manager who will seek details regarding the initial decision and will make a decision based on the grounds of the appeal. All details pertaining to the appeal process will be updated into the '*YES College Complaints and Appeals Logbook*'.
- Where a student has decided to access the appeals process, the suspension or cancellation of the enrolment will not take effect and YES College will not report the change to the student's enrolment in PRISMS until the internal appeals, and where relevant external appeals process is completed. The student enrolment will be maintained until the appeals process has been completed unless the student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

MEETING DAY

- The Operations Manager will conduct the meeting with appellant and may request another staff member to be present in the meeting or participate in the decision-making process.
- On the meeting day, if the appellant has further supporting documents other than those supplied with the Complaints and Appeals Form, the appellant should bring those to the meeting. The appellant is welcomed and encouraged to bring a support person with them to this meeting, or any other related meetings. Minutes of the Meeting are to be recorded. Copies of any additional documentation and further actions required will be placed into the Complaint and Appeal Logbook Register.

APPEAL OUTCOME

- The appellant will be informed of the appeal outcome in a written statement, including reasons for the outcome within 10 working days after the meeting.
- Where a decision or outcome is in favour of the student, YES College will immediately implement the decision.

3.2 Record keeping

- Details of the complaint and appeal will be entered into the *YES College Complaints and Appeals Logbook* by the student support staff which is monitored by the Operations Manager regularly. The information to be entered into the register is as follows:
 - Submission date of complaint
 - Name of Complainant and Appellant
 - Description of Complaint and Appeal
 - Determined Resolution; and
 - Date of Resolution
- Copies of all documentation, outcomes and further action required will be placed into the YES College Complaints and Appeals Logbook and a copy is kept in the students' file according to YES College Record Keeping Policy and Procedures

3.3 External Appeals

- If the student is not successful in YES College's internal complaints handling and appeals process, YES College staff must advise the student within 10 working days of concluding the internal review of their right to access an external complaints handling and appeals process at minimal or no cost.

The contact details of the appropriate external appeals bodies are as follows:

- Domestic students: Independent Tertiary Council Australia (ITECA), Phone: 1300 421 017.
- International students: Overseas Student Ombudsmen (OSO), Phone: 1300 362 072.
- The outcome of the external appeal is final, however does not remove the right for the student to take further action under Australia's Consumer Protection Laws, pursue other legal action or make a complaint to The National Training Complaints Hotline 13 38 73.
- If the internal or any external complaints handling or appeal process results in a decision in favour of the student, YES College will immediately implement the decision and take preventive or corrective action as required, and will inform the student of the action taken.

4. Implementation

- Where a decision or outcome is in favour of the student, YES College will immediately implement the decision.

21.0 COMPUTER LAB AND LOGIN

On enrolment, you will be given computer login details. Keep this safe with you, as you will need it for the duration of your enrolment. You can use the college's fully equipped computer lab, which is open between 9:00am – 5:00pm Monday – Friday. The student computer lab includes Computers with Microsoft Office, printing facilities and photocopying facilities. Printing and photocopying costs 10 cents per page for black and white copies, and 20c per page for colour copies. Should you have login, computer, printing or photocopying issues, you can speak to one of our friendly IT Support Team. Note that by using college computers, you must abide by the college's Internet and Computer Use Policy.

Information Technology Guidelines

In order to minimise the risk of computer viruses and to ensure that the College's resources are used for their intended purpose, the following guidelines have been put in place. Failure to comply with these guidelines will result in disciplinary action and any costs resulting from a failure to comply will be recovered from the person(s) responsible.

- 1.0 Students shall have access to the computers and computer network designated for student use. All other College computers are for the use of staff members only.
- 2.0 The student computer network is for the use of current YES College students only.
- 3.0 Students shall not use the Computer Lab when they have a class, except with the permission of their Teacher.
- 4.0 Students should take great care with all computer and network resources of the College, using the computers and Internet in a manner that is mature, considerate, responsible and courteous.
- 5.0 Students shall not attempt to access, corrupt, delete or alter any files on the College's computer system or network that are not their own.
- 6.0 Students shall not make or attempt to make unauthorised access to, or unauthorised copies of, any files on the College's computer system or network.
- 7.0 Students shall not remove, modify, or bypass any information security mechanisms or virus prevention management systems.
- 8.0 Students shall not use the computer network or Internet to create, access or send any material that is offensive, vulgar, obscene or disrespectful. This includes images or other material of a pornographic nature, images or other material supporting the use of restricted drugs, and images or other material supporting

violence or intolerance on the grounds of race, religion, gender or sexual preference.

- 9.0 Students shall not use the computer network or Internet to download, transfer, or store software or large files. This includes all music, video and program files. This includes but is not limited to MP3, WMA, MPEG, AVI and ISO files.
- 10.0 Students shall not use the computer network or Internet for commercial purposes or for personal or financial gain.
- 11.0 Students shall not use the computer network or Internet for gambling or playing any games.
- 12.0 Students are not permitted to install any programs or software onto the College computers at any time.
- 13.0 Students are not permitted to modify network settings at any time.
- 14.0 All software is subject to the terms and conditions of the relevant license agreement for the product.
- 15.0 Students must ensure that any USB memory sticks used are virus free before being used. If a virus is discovered, the student must alert a staff member immediately. All other hardware devices are not to be attached to the computer without prior approval from a staff member.
- 16.0 The student assumes all risks for any physical or electronic damage, or viruses that may occur should a hardware device (including USB memory stick or digital camera) be connected to YES College computer network.
- 17.0 Students shall exercise care when opening email attachments, ensuring any attachments are virus free.
- 18.0 YES College reserves the right to monitor its information systems at all times, and carry out security audits of any systems and data, including individual user files stored on YES College's computer network.
- 19.0 Users of the Internet should be aware that YES College makes no guarantees concerning the privacy and security of information transmitted when using the Internet. Please note it is possible that third parties can read and/or intercept this information.

22.0 CONTRACTS (ACCEPTANCE AGREEMENT)

All students must ensure that they have signed the Acceptance agreement at the commencement of their course. Any queries should be directed to Marketing and Admissions Staff.

Breach of Contract

The enrolment contract into which the student enters with the College is a legal and binding document. Any breach of the contract will incur costs as per the contract and may attract penalty charges.

23.0 COPYRIGHT

YES College adheres to Copyright Requirements placed on Educational Institutions under the Copyright Act 1968. Students should be aware that copying of course materials, textbooks or journals is an infringement of copyright laws. For more information refer to Copyright Policy available at Reception.

24.0 COURSE PROGRESS POLICY

Policy

Under the National Code 2018, YES College must monitor overseas student course progress for each course in which the overseas student is enrolled.

This policy and processes below must enable YES College to identify, notify and assist an overseas student who is at risk of not meeting course requirements.

YES College must inform the overseas student before they commence the course of the requirements to achieve satisfactory course progress in each study period.

Policy Statement/Purpose:

- This policy and related procedure relates to the monitoring of students' course progress and the consequent procedures for reporting for unsatisfactory course progress.
- YES College must ensure that the duration of study specified in the CoE does not exceed the CRICOS registered duration for the respective courses on YES College Scope of Registration.

- This policy and associated procedures will be made available to the students through student orientation, college website, and student handbook/manual.
- This policy will ensure that all students' academic progress is monitored and students are given every opportunity to achieve the required academic progress for each course they are enrolled in.
- For the purpose of this policy, the study period is defined as a semester. There are 2 study periods in a year each comprising of 20 weeks of teaching. Students get mid-semester break after 10 weeks of teaching and semester break after the semester ends. Students will be given a timetable for ALL allocated units delivered within each study period for the course.
- The required academic progress is identified by the number of units assessed as 'Competent' within one Study period (Semester) – that is, a student must be deemed 'Competent' in at least 50% of the total number of units assessed throughout a Study period (Semester).
- A student who does not achieve this 50% competency rate for two consecutive study periods (Semester) shall be considered in breach of this academic progress requirement.
- Where students have been identified as at risk of not meeting the academic requirement, all possible efforts shall be made by the means of intervention strategies to ensure that the student is given the opportunity to rectify their situation, but where this is not possible their non-compliance of this requirement must be reported to [Department of Education and Training](#) and [Department of Home Affairs \(DHA\)](#) via [Provider Registration and International Students Management System \(PRISMS\)](#).
- The following procedures outline a process to ensure that students are made aware and given opportunities by the means of activation of intervention strategies to rectify the situation.

Scope:

This policy applies to:

- International students enrolled at YES College
- YES College Marketing, Admissions, Academic, Student Services and Administrative staff.

All YES College staff are made aware of the requirements of this policy through regular meetings, staff updates, Staff Induction and continuous improvement practices. Students are made aware of the academic progress requirements through Student Handbook, during the enrolment and orientation processes and also throughout the course by Academic and Admin staff.

PROCEDURES

2.1 Recording Student Academic progress

All students shall be deemed 'Competent (C)' or 'Not Yet Competent (NYC)' for each unit within the qualification that they are enrolled in based on their assessment outcome. The assessment shall be conducted by qualified Training Officer according to YES College's assessment tools, methods and the recording processes. All academic results are entered in to the Students Records Management System by the Student Administration Department.

2.2 Monitoring Student Academic progress

At the end of the Study period (Semester) Student administration reports any of the following issues regarding a student to the Course Coordinator:

- a. The student has been deemed 'Not Yet Competent (NYC)' in 50% or more of the units that he/she has attempted in the Study period (Semester).
 - b. The current course load may restrain the student from completing the course within the expected duration as specified in the student's CoE.
 - c. Where a Training Officer has identified the student at risk of making unsatisfactory course progress before the end of the Study period (Semester).
- Appropriate intervention strategies will be implemented where the student is identified as at risk of not maintaining satisfactory course progress.
 - The student will be contacted by YES College Student Support officer/administration staff by telephone, email or mail and invited to a meeting to develop an action plan, which assists to improve the student's academic progress.
 - The student will need to come and discuss the appropriation of course selection and opportunities for reassessment in subjects assessed as 'Not Yet Competent'.

- Students must be made aware that achieving unsatisfactory course progress in two consecutive Study periods (Semesters) will be reported to the Department of Education and Training and Department of Home Affairs (DHA) by YES College and can lead to cancellation of their student visa (depending on the outcome of any appeal process if accessed).
- The Course Coordinator or the Training Officer will work with the student to ensure that the discussed action plan is implemented and produces higher levels of academic progress. Where the intervention strategy fails to improve the students' academic progress a further meeting will be arranged to discuss additional support / counselling.
- Without a [reasonable cause](#) for achieving unsatisfactory course progress, the course coordinator will refer the case to YES College Operations Manager who will evaluate the situation for the termination of student enrolment.
- The reasonable cause is compassionate or compelling circumstances that are beyond the control of the student and that have an impact on the student's capacity and/ or ability to progress through a course. These could include but are not limited to:
 - a. Serious illness or injury, where a medical certificate states that the student was unable to attend classes
 - b. Bereavement of close family members such as parents or grandparents (where possible, death certificate should be provided).
 - c. Major political upheaval or natural disaster in the home country requiring their emergency travel and this has an impact on their studies.
 - d. A traumatic experience which could include but is not limited to:
 - i. Involvement in or witnessing of an accident, or
 - ii. A crime committed against the student, or
 - iii. The student has been witness to a crime which has had an impact on the student (these cases should be supported by a police or psychologist's report).
- Where YES College has assessed the student as not achieving satisfactory course progress, YES College will notify the student in writing of its intention to report the student for not achieving satisfactory course progress. The written notice will inform the student that he or she is able to access

YES College's complaints and appeals process and that the student has 20 working days in which to do so.

- Where the student has chosen not to access the complaints and appeals processes within the 20 working days period, the reporting of student unsatisfactory course progress will be reported to Department of Education and Training and Department of Home Affairs (DHA) via PRISMS.

2.3 Activation of Intervention Strategy:

- If a student is not deemed competent in 50% or more units attempted in a study period (semester), the Student Administration staff shall immediately notify the Course Coordinator and a Warning Letter shall be sent indicating the student is required to contact YES College and organise an appointment with the Student Support Officer to discuss their poor academic progress and intervention strategies to ensure they stay above the 50% academic progress requirement for the following Study period (Semester).
- If the student does not respond within 7 days, the Student Administration staff will attempt to contact the student via telephone. If this fails the matter shall be forwarded to the Operations Manager who will then again try to contact the student and pursue the matter further.

2.4 When a student's academic progress falls below 50% for 2 consecutive Study periods:

- The student shall be sent a 'Breach Recorded' letter indicating they are going to be reported to Department of Education and Training and Department of Home Affairs (DHA) for unsatisfactory academic course progress in their enrolled course of study. They will be informed that this has occurred because they have failed to be deemed Competent in more than 50% academic course progress for two consecutive Study periods.
- They are also informed of their ability to access the complaints and appeals process and have 20 working days to do so.
- If the student does not go through any appeal or complaint process within 20 working days, the student will be reported to Department of Education and Training and Department of Home Affairs (DHA) for unsatisfactory academic course progress via PRISMS.
- The YES College must only report unsatisfactory course progress in PRISMS in accordance with section 19(2) of the ESOS Act if:

- the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider, or
- the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period, or
- the overseas student has chosen not to access the external complaints and appeals process, or
- the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.
- Where a decision or outcome of Complaint and Appeal is in favour of the student, the YES College will immediately revoke the decision to report the student for unsatisfactory course progress.
- In the above circumstances, the decision must be taken at the discretion of YES College Operations Manager.
- A copy of all letters, details of phone calls/SMS made, and any reports are to be kept in the student files as per the records management policy and procedures.

25.0 COMPETITION WITHIN EXPECTED DURATION POLICY

Purpose:

YES College will monitor the workload of students to ensure they complete their course within the expected duration specified in their CoE and will only enable students to extend the duration of their enrolment in certain, limited circumstances as listed in the procedure below. Where the duration of a students' enrolment is extended, **YES College** will advise the student to contact the Department of Home Affairs (DHA) to seek advice on any potential impacts on their visa, including (where appropriate) the need to obtain a new visa.

Scope:

This policy applies to:

- International students enrolled at **YES College**
- **YES College** Marketing, Admissions, Academic, Student Services and Administrative staff.

All staff are made aware of the requirements of this policy at induction, through access to the College's Policy and Procedures drive, through regular Academic and Admin Meeting, staff updates and continuous improvement practices. Students are made aware of the requirements of this policy through the Student Handbook, during the enrolment process, at orientation and throughout the course.

PROCEDURES:

- It is the responsibility of each Course Coordinator to ensure that timetables are set in such a way that students have equitable distribution of study load throughout their course of enrolment.
- Students are provided with the timetable on their orientation day and at the beginning of each study period which identifies the units required to be completed in that study period (semester).
- **YES College** encourages students to complete the units scheduled for their chosen group in a particular study period, except in circumstances where a student:
 - is not required to complete a unit(s) due to credit transfer/recognition of prior learning
 - has not previously completed the required pre-requisite study component of a unit
 - has been Deferred/Suspended or cancelled in a particular study period (In which case- a New extended eCoE will be created by PRISMS System and Student Management System (TEAMS) will reflect the new enrolment end date.
- Student results are entered into the student database system, 'TEAMS' as soon as possible after unit completion.
- Academic progress of each student is assessed and determined by the Operations Manager/ Student Support Officer in line with the College's Monitoring Course Progress Policy and Procedures. Where a student is identified as at risk of not achieving satisfactory course progress or has achieved unsatisfactory course progress, the Operations Manager/Student Support Officer will devise an intervention strategy with the student to assist the student in completing their course within their expected duration.
- **YES College** will only extend the duration of a students' enrolment, where it is clear that the student will not complete the course within their expected duration, in the following limited circumstances:

- Compassionate or compelling circumstances, in line with the requirements of the College's compassionate or compelling circumstances policy
- **YES College** has implemented, or is in the process of implementing an intervention strategy for the overseas student because the student is at risk of not meeting course progress requirements.
- An approved deferment or suspension has been granted
- Except in the circumstances specified above, the expected duration of study specified in the student's CoE will not exceed the CRICOS registered course duration.
- Where the duration of a students' enrolment is extended, **YES College** will report the change to the Department of Home Affairs (DHA) via PRISMS and records/documents of the decision will be kept in the students' file and will be retained in student files as per the record management policy and Procedures.
- Students whose course enrolment has been extended will be advised to contact the Department of Home Affairs (DHA) to seek advice on any potential impacts to their student visa, including (where appropriate) the need to obtain a new visa.

26.0 COURSES

Courses available to International Students:

Course	Duration	CRICOS Course Code
Automotive		
AUR30620 Certificate III in Light Vehicle Mechanical Technology	94 weeks (76 academic weeks + 18 weeks holiday)	106393H
Building and Civil Construction		
CPC50220 Diploma of Building and Construction (Building)	104 weeks (80 academic weeks + 24 weeks holiday)	108690E
RII60520 Advanced Diploma of Civil Construction Design	104 weeks (80 academic weeks + 24 weeks holiday)	107982A
Business		
BSB40120 Certificate IV in	52 weeks (40 academic weeks + 12 weeks	103973A

Business	holiday)	
BSB50120 Diploma of Business	52 weeks (40 academic weeks + 12 weeks holiday)	106075M
BSB60120 Advanced Diploma of Business	52 weeks (40 academic weeks + 12 weeks holiday)	106076K
Community Services		
CHC52015 Diploma of Community Services	104 weeks (80 academic weeks + 24 weeks holiday)	106394G
Graduate		
BSB80120 Graduate Diploma of Management (Learning)	104 weeks (80 academic weeks + 24 weeks holiday)	106078H
Management		
BSB40520 Certificate IV in Leadership and Management	52 weeks (40 academic weeks + 12 weeks holiday)	103973A
BSB50420 Diploma of Leadership and Management	52 weeks (40 academic weeks + 12 weeks holiday)	104244D
BSB60420 Advanced Diploma of Leadership and Management	52 weeks (40 academic weeks + 12 weeks holiday)	106077J

27.0 CREDIT TRANSFER AND RECOGNITION OF PRIOR LEARNING

Purpose:

YES College accepts and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- a) AQF certification documentation issued by any other RTO or AQF authorised issuing organisation; or
- b) authenticated VET transcripts issued by the Registrar.

The purpose of this policy is to facilitate a process for **YES College** to recognise AQF and VET qualifications and VET statements of attainment issued by any other RTO. The student can apply for the course credit/s at the time of enrolment. **YES College** will process and give the student a record of the course credit/s. Course credit/s may lead to a shortening of a student's course duration.

Scope:

This policy applies to:

- Students enrolled at **YES College**
- **YES College** Marketing, Admissions, Academic, Student Services and Administrative staff.

All staff are made aware of the requirements of this policy through regular meetings, staff updates and continuous improvement practices. Students are made aware of this policy through Student Handbook, during the enrolment and orientation processes and also throughout the course.

Requirement:

- Students must attach the certified copies of relevant documents with their application, and attach it to the Credit Transfer Form. Alternatively, students can bring their original documents to the college, which will be copied and signed as sighted. Only completed applications will be processed.
- Examples of documents that may be required include but are not limited to:
 - Verified transcript(s) of past academic record(s) indicating the course(s) completed, year completed and grade obtained (including details of the grading system)
 - Supporting documentation must be a certified copy and translated in English if applicable;
 - A copy of the course description, including the syllabus or handbook outline; and
 - Any other information required by the Operations Manager
- **YES College** endeavours to complete the application assessment process within 14 working days of receiving an application or as soon as practical.
- Records of all course credit applications and the outcome will be placed in the student's file.

Procedures:

- 1) All students are made aware of their opportunity to applying for course credits using a “Credit Transfer form”. This is also supported by the information provided in the *‘Student Handbook’*.
- 2) Students who have completed a Nationally Recognised qualification/unit that have the exact same code as a unit currently enrolled will be eligible for credit transfer for the unit(s).
- 3) The student must provide the original certificate to be sighted by College staff or certified copies of the original document to verify the Credit Transfer and attach to the Credit Transfer Form.
- 4) Once the complete application is received by student administration, a copy is made and is placed in the student’s file. **YES College** shall not keep original certificates at any time.
- 5) The application is then forwarded to the relevant Course Coordinator for assessment and outcomes determination. Where the student provides USI transcript for Course Credit, YES College Course Coordinator will still exercise caution when using a student’s USI transcript to validate training achievements for purposes of granting credit:
 - a. Exercise the same caution with printed or emailed PDF versions of a USI transcript provided by a student as YES College would with hard-copy certificates issued by RTOs.
 - b. The version accessible online directly by RTOs provides a stronger level of assurance, suitable for credit transfer purposes.
 - c. Always contact the organisation that delivered the training if **YES College** have any reason to be concerned about the authenticity of the credentials presented.
 - d. Advise the USI Office if **YES College** become aware of any fraudulent activity in relation to a USI transcript.
 - e. As the availability of the USI transcript is dependent on the AVETMISS reporting cycle, **YES College** may have to rely on the hard copy of certificates issued by RTOs to validate training undertaken recently.
- 6) Once the assessment is made, the Course Coordinator informs the student

administration department of the outcome. The outcome is noted on the *Credit Transfer Form*. A copy of this document is then forwarded to the student.

- 7) Where the student accepts the outcome and course duration is reduced as a result of course credits, the Operations Manager will make relevant variations in the student's COE via PRISMS.
- 8) Students who are not satisfied with the outcome of their application can appeal the decision using the procedure as detailed in **YES College's** Complaints / Appeals policy and procedures.

28.0 CULTURAL ADJUSTMENT

Living and studying away from your family and friends can be difficult at times. Whilst it is an amazing experience and opportunity, it can be difficult to adjust to the new culture and norms of Australian life. Our Student Services Team will be here every step of the way to help you adjust and feel comfortable in studying in Australia and at the College.

29.0 DEFERRAL, SUSPENSION AND CANCELLATION

Policy

- National Code 2018 (Standard 9) allows students, where compassionate or compelling circumstances exist, to defer commencement of studies, temporary suspension of their studies during their program (take leave from studies). This must be completed through a formal agreement process with YES College. Students must be advised that deferring, temporarily suspending their studies during their program may affect their student visa.
- YES College may also seek to cancel or suspend the student's enrolment for disciplinary reasons which are explained in detail in the Procedure below.
- This procedure outlines the circumstances for the application, assessment and approval of the deferment, suspension, or cancellation of enrolment, either instigated by the student or YES College and subsequent reporting requirements via the Provider Registration and International Student Management System (PRISMS).

Purpose

1. To enable students to:

- defer their enrolment prior to the course start date
- suspend their studies during the course through the formal agreement in certain limited circumstances
- request for cancellation of their enrolment

2. To enable YES College to:

- defer an enrolment where the course is not being offered at the proposed date, site, or any other reason the **YES College** deems necessary to cancel the course
- suspend a student's studies on the grounds of misbehaviour or in any breach of Student Code of Conduct/Disciplinary reasons.
- Cancel a student's enrolment where a breach of Student Code of Conduct is severe
- the student's failure to pay an amount he/she is required to pay the **YES College** to undertake or continue the course as stated in the written agreement
- a breach of course progress or attendance requirements by the overseas student, which must occur in accordance with Standard 8 (Overseas student visa requirements). *Please refer to Monitoring Course Progress Policy and Procedure and Monitor Attendance Policy and Procedures.*

In provider (**YES College**) initiated deferment, suspension or cancellation, Students are able to access the Complaints and Appeals procedure if they feel that the decision is unfair or they have other grounds to appeal the decision.

- ✓ The **YES College** must only report unsatisfactory Course Progress/Attendance in PRISMS in accordance with section 19(2) of the ESOS Act if:
 - the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider, or
 - the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period, or
 - the overseas student has chosen not to access the external complaints and appeals process, or
 - the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.

Key Policy Statements:

- **YES College** will inform the student that deferment, suspension or cancellation of enrolment may affect his or her student visa.
- Where **YES College** decides to initiate the suspension or cancellation of a student's enrolment, it must notify the student of its intention and allow the student 20 working days to access the provider's internal complaints and appeals process unless circumstances relating to the student's welfare apply.
- If the student appeals against the provider's decision to suspend or cancel his/her studies using **YES College's** complaints and appeals form, **YES College** will not report the student's enrolment via PRISMS course variation to Department of Education and Training and Department of Home Affairs (DHA) until the complaints and appeals process is completed.
- **YES College** will report student's course variation via Provider Registration and International Students Management System (PRISMS) when a student's enrolment is deferred, suspended or cancelled.
- For the purposes of this policy –

Compassionate or compelling circumstances include but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was/is unable to attend classes or unfit for regular occupation;
- 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 student's studies; or
- 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 student (these cases should be supported by police or psychologists' reports)
- Where the **YES College** is unable to offer a pre-requisite unit

Note:

- a. The above are only some of the examples of what may be considered compassionate or compelling circumstances. The Operations Manager will use his/her professional judgment and assess each case on its individual merits. When assessing the existence of compassionate or compelling circumstances, **YES College** will consider documentary evidence provided to support the claim, and should keep copies of these documents in the student's file.

- b. All students' requests for deferment/ suspension/cancellation must be made using "**Application to Defer, Suspend or Cancel Enrolment Form**". Only completely filled forms submitted along with the supporting documents to the administration department will be processed.

Procedures

1. Student Initiated Deferral, Suspension or Cancellation of Enrolment

1.1 Student Deferral

- A student wishing to defer his/her enrolment must do so prior to the commencement of the course. Students must complete an 'Application to defer, suspend or cancel Enrolment Form' and submit to the Student Administrations Department along with Supporting Documents.
- Students may apply for the deferment in compassionate or compelling circumstances or where there is a delay in granting of student visa from DHA.
- All documents related to the student's suspension are kept on the student's file and the decision to defer the enrolment as a result of the student's request reported via Provider Registration and International Students Management System (PRISMS).

1.2 Student Suspension

- Students who would like to suspend their studies must first speak to a staff member in Student Administration to obtain an application form and to ensure they understand:
 - ✓ the implications of suspension on the student enrolment and
 - ✓ the need to seek advice from Immigration on the potential impact on his or her student visa.
- An '**Application to Defer, Suspend or Cancel Enrolment Form**' must be completed which will need to be approved by the Operations Manager/Student administrator. This application must include in detail the 'compassionate or compelling circumstances'.
- Where a suspension of enrolment is granted, the **YES College** 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 will be required to re-apply once the initial suspension period has expired.
- Students are to be informed in writing of the outcome of their application for suspension and informed that it may affect their student visa status.

- All documents related to the student's suspension are kept in the student's file and the decision to suspend the enrolment as a result of the student's request reported via Provider Registration and International Students Management System (PRISMS).
- The student has 20 working days to access the **YES College's** Complaints and Appeals process if they are not satisfied with the **YES College's** assessment of their application.

1.3 Student Cancellation

- Students wishing to cancel their enrolment must complete an '**Application to Defer, Suspend or Cancel Enrolment Form**' and submit to the Student Administrations Department.
- Students wishing to cancel their enrolment prior to completing 6 months of study in their principal course must provide a valid letter of offer from an alternative provider. This is required under Standard 7 of the National Code 2018. *Please refer to Transfer between Registered Providers Policy and Procedures.*
- All documents related to the student's cancellation are kept in the students file and the decision to cancel the enrolment as a result of the student's request is reported via Provider Registration and International Students Management System (PRISMS).

2. Provider Initiated Deferral, Suspension or Cancellation of Enrolment

2.1 Provider Deferral/Provider Default

- **YES College** may defer an enrolment where the course is not being offered at the proposed date, site, or any other reason the **YES College** deems necessary to cancel the course. Refer to **YES College's** Refund policy for information regarding refunds in case of provider-initiated deferral/Suspension/Cancellation.

2.2 Provider Suspension

- **YES College** has the ability to suspend a student's enrolment on the grounds of:
 - misbehaviour or in any breach of Student Code of Conduct. This misbehaviour may include but is not limited to acts of discrimination, sexual harassment, and vilification or bullying as well as acts of cheating or plagiarism.
 - the student's failure to pay an amount he or she was required to pay the YES College to undertake or continue the course as stated in the written agreement
 - a breach of course progress or attendance requirements by the overseas student, which must occur in accordance with Standard 8 (Overseas student visa requirements).

- Where there is a violation of the Student Code of Conduct by a student, the Operations Manager shall be informed and will make a decision on the penalty and the severity of the penalty. The Operations Manager may take into account the type of misconduct that has occurred and the level of misconduct that occurred when deciding penalties.
- Where a student has been identified in breach of Student Code of Conduct, **YES College** 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 a proper inquiry by the Operations Manager to have so behaved.
 - Past misconduct is not taken as 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.
- The students are able to access the Complaints and Appeals procedure if they feel that the decision is unfair or they have other grounds to appeal the decision.
- The student has 20 working days to appeal **YES College's** decision of suspending the enrolment due to misbehaviour
- The penalties which may be imposed by the Operations Manager are:
 - A warning, deemed NYC in the unit, or suspension of enrolment in the acts of cheating or plagiarism
 - A charge for any costs that the general misconduct may have caused
 - Temporary exclusion from **YES College** in the form of suspending enrolment for a period of time.
- DHA's policy is that if a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist).
- Where the severity of misconduct is severe, the Operations Manager may decide to cancel the Student enrolment

Note: Students are advised to contact DHA immediately to work out their obligations and further visa-related alternatives.

2.3 Provider Cancellation

In some cases where the student's misconduct is severe, YES College has the right to cancel the student enrolment on the grounds of:

- misbehaviour or in any breach of Student Code of Conduct. This misbehaviour may include but is not limited to acts of discrimination, sexual harassment, and vilification or bullying as well as acts of cheating or plagiarism.
- the student's failure to pay an amount he or she was required to pay the YES College to undertake or continue the course as stated in the written agreement
- a breach of course progress or attendance requirements by the overseas student, which must occur in accordance with Standard 8 (Overseas student visa requirements).
- Non-Resumption of Studies: The student failed to resume studies on the due date (Deferment/Suspension End date) and the student failed to seek YES College approval for further deferment/Suspension of Studies.

Where the Operations 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 the **YES College** to cancel the student's enrolment along with the grounds of decision
- The student must be informed about their right to appeal the decision by accessing the relevant procedures and completing this appeal within 20 working days of the notification (*Please refer to Complaint and Appeal Policy and Procedures*).
- Students must also be informed about **YES College's** intention to notify the Department of Education and Training (DET) and Department of Home Affairs (DHA) of the change of enrolment status and to seek advice from Immigration on the potential impact on his or her student visa.

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

- All applications of "Deferment, Suspension and Cancellation Outcome" are to be kept in the student's file.
- All reports of misconduct, decisions and actions taken in relation to misconduct, and other related documentation must be kept on file.
- Any decisions to initiate deferral, suspension or cancellation of an enrolment must be reported to Department of Education and Training (DET) and Department of Home Affairs (DHA) via PRISMS.
- Students are to be kept informed of any decisions or outcomes that relate to a deferment, suspension, or cancellation of enrolments.

- All students are to be given the opportunity to access the complaints and appeals procedure before reporting any provider-initiated suspensions or cancellations of enrolments via PRISMS occurs. The students have 20 working days to lodge an appeal.
- The suspension or cancellation of the overseas student's enrolment under [Standard 9.3 \(National Code 2018\)](#) 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.

30.0 DISCIPLINARY PROCEDURES

Verbal Warning

Minor breaches of policies or procedures, will result in a verbal warning given to the student. Verbal warnings will be recorded on the student's file notes.

Formal warning letter

Significant or repeated minor breaches shall result in a formal written warning being issued to the student. Should the student so wish, an opportunity to refute the allegations will be given and fully recorded in the presence of a colleague selected by the student, and at YES College's discretion, a further employee selected by YES College. A copy of any warning will be retained in the student's administration file notes. The CEO will issue written warnings.

Final warning letter

Continued unsatisfactory behaviour or the first incidence of a serious matter shall result in a final written warning being provided to the student.

The student will be given an opportunity to respond to the allegations in the presence of a colleague selected by the student, and at YES College management's discretion, a further employee selected by YES College management. This will be recorded. A copy of any final warning will be retained in the student's file. The CEO will issue final warnings.

Expulsion

In serious cases of misconduct or if unsatisfactory behaviour has continued, expulsion of the student may occur. In this situation the student's CoE may be cancelled and notified. The CEO may only expel a student and the dismissal will be authorised in writing.

The student will be given an opportunity to respond to the allegations in the presence of a colleague selected by the student, and at YES College's discretion, a further employee selected by YES College management. This will be recorded.

For YES College's full disciplinary procedures, please see YES College's Student misconduct policy.

31.0 DOCUMENT ACCESS

You are able to access any of your records at any time by completing the Student Document Request Form available at Reception. Document access includes attendance letters, enrolment/reference letters, course completion letters, interim statement of results e.t.c. The Student Services Team will have your requested document ready for you within 5 working days of your completed request form.

32.0 DRIVING IN AUSTRALIA

If you're moving to NSW from another part of Australia or another country, you'll need to get a NSW driver or rider licence. You can use your existing licence for up to three months, but after that you must have a NSW licence.

Your overseas licence will be taken into account when you apply for a NSW licence, and once you have passed any required tests, the NSW licence is issued in line with NSW's Graduated Licensing Scheme. You then need to meet the requirements to progress through each stage.

Before driving in Australia, make sure you visit <https://www.nsw.gov.au/topics/driver-and-rider-licences/visiting-or-moving-to-nsw> or call the NSW Roads and Maritime Services on 132 701.

33.0 EDUCATION AGENTS

YES College is responsible for the actions of their agents in marketing their courses. All Education Agents working on behalf of YES College have completed an Agent's

Agreement with us. We review the activities of Education Agents from time to time and if you are unsure of what is happening then you should give us a call.

It is unusual for you to have additional fee payments made to Education Agents once you have been accepted by the College. Should you be asked for additional fees please speak to YES College's Student Services department.

Our Education Agents must give to you the following information before you make an application to study.

- Information about YES College's facilities, equipment and learning resources;
- Information on course content, the qualification gained on completion, duration;
- Teaching and assessment methods;
- Details of any arrangements with other providers for recognition or completion of the course;
- Course fees, refund conditions and other tuition expenses;
- Living in Australia and the local environment of the relevant campus, including information about campus location, accommodation availability, and costs of living;
- Course entry criteria including the minimum level of English language proficiency, educational qualifications and work experience required;
- Visa requirements which must be satisfied by the prospective student including English language proficiency levels;
- Conditions imposed on student visas including satisfactory academic performance, attendance requirements and working rights and that the College will be required to keep a record of your academic progress and attendance at classes;
- The College's requirement to report to relevant Australian government authorities a student's failure to meet their Visa conditions relating to attendance or academic performance;
- Withdrawal arrangements

34.0 EDUCATION COUNSELLING

YES College regularly monitors your course progress and attendance to ensure you are

progressing successfully in your course. Should your attendance or course progress drop below acceptable levels, the college will contact you and intervene so you are able to overcome any obstacles you may be facing. As an International Student if your attendance or course progress drops below the minimum acceptable levels as outlined in the College's Attendance Policy and Course Progress Policy, you may be reported to the Department of Home Affairs for breach of your student visa. Note that your Training Officer will provide you with feedback and your assessment task result for your submitted assessments within 5 working days of submission. Your latest attendance percentages will also be available within 5 working days of your last class for the week by visiting the Student Services Department.

For further information on attendance and course progress requirements, please see the relevant sections in our Student Handbook or obtain the policies from Reception. Alternatively, speak to one of our friendly Student Services staff between Monday to Friday, 9:00am – 5:00pm. We also encourage you to speak to us at anytime if you believe you are having issues with your progression in your course.

35.0 EDUCATION IN AUSTRALIA – THE ESOS FRAMEWORK

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.

Protection for overseas students

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

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

Your rights

The ESOS framework protects your rights, including:

- your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.
- your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.

The Tuition Protection Service (TPS) is a placement and refund service for international students, which is activated in the event that your provider is unable to teach your course. Visit the TPS website for more information, at www.tps.gov.au.

The ESOS framework sets out the standards Australian providers offering education and training services to overseas students must meet. These standards cover a range of information you have a right to know and services that must be offered to you, including:

- orientation and access to support services to help you study and adjust to life in Australia
- who the contact officer or officers is for overseas students
- if you can apply for course credit
- when your enrolment can be deferred, suspended or cancelled
- what your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- if attendance will be monitored for your course
- a complaints and appeals process.

One of the standards does not allow another provider to enrol a student who wants to transfer to another course but who has not completed six months of the final course of study in Australia. If you want to transfer before you have completed six months of your final course you need your provider's permission.

Your responsibilities

Student Handbook

Version: 6.0

Implemented: 14th December 2022

To be reviewed: 14th December 2023

Responsibility: Chief Executive Officer

RTO Code: 0249, CRICOS Provider Code: 03282E

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

- satisfy your student visa conditions
- maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- meet the terms of the written agreement with your education provider
- inform your provider if you change your address
- maintain satisfactory course progress
- if attendance is recorded for your course, follow your provider's attendance policy, and
- if you are under 18, maintain your approved accommodation, support and general welfare arrangements.

ESOS Helpline – 1300 615 262

Department of Home Affairs – 131 881

36.0 EMERGENCIES

If you are in an emergency situation outside of college hours, dial 000 on your telephone for Fire, Police or Ambulance assistance and inform the College's After Hours Support Contact (See Who Can Help Me section for relevant contact details). For emergency situations within college hours, inform YES College staff member. The College has a Critical Incident Policy, which will be activated if a critical incident occurs. The College will go through this policy with you at your Orientation.

37.0 ENGLISH LANGUAGE SUPPORT

We understand that for many of you English is not your first language. So in addition to learning new knowledge and skills in your trade, you are also wanting to improve your English language skills. To gain entry into your chosen program you would have had to meet minimum English Language requirements. If however you are experiencing issues with talking, writing or reading, please let our Student Services Team know as soon as possible. We can provide you with free additional internal English Language support to help improve your English language skills, which will be extremely beneficial towards completing your course and your general time here in Australia. We can also refer you to external English training centers however these will incur additional costs.

38.0 EXCURSIONS

Excursions are organised to compliment the learning outcomes of the curriculum and they are considered to be of great value. Cost for excursions vary and will be advised by your Teacher.

39.0 EXTRA CURRICULAR ACTIVITIES

From time to time, YES College will organize extra curricular activities for you and your classmates to participate in. These activities do not form part of your mandatory enrolment requirements and are in place so you can get to know your fellow classmates whilst experiencing some of Sydney's great sites and events. Extra curricular activities are an additional cost which varies depending on the activity or event. If you have any suggestions or would like to participate in extra curricular activities, please speak to the Student Services Team.

40.0 FEES AND CHARGES

Tuition Fees for each program, as well as additional fees and charges associated with each course is stipulated in each programs Course Information Sheet. In your Offer Letter and Student Acceptance Agreement, you will receive a breakdown of your tuition fees and will be provided with the due dates of your tuition fees. Note that any payments not made by the due date will incur a late payment penalty of \$20. This charge is in addition to any late enrolment fees that may be incurred. Please refer to our Tuition Fees and Payment Policy.

41.0 FIRE SAFETY / BOMB THREAT SECURITY

Fire safety drills are practiced regularly in case of an emergency and evacuation charts are posted around campus. For detailed evacuation procedures please see the Emergency Procedures available at Reception.

42.0 JOB FINDING AND RESUME ASSISTANCE

The Student Services Team can assist you for locating and securing a job. We post new jobs up on the notice board on a fortnightly basis and can help with resume preparation and interview tips and skills. To access our job finding assistance service, please speak to one of our friendly Student Services Team.

43.0 LANGUAGE, LITERACY AND NUMERACY SUPPORT

We aim at all times to provide a positive and rewarding learning experience for all students. Our enrolment form asks you to provide information regarding Language, Literacy and Numeracy (LLN) requirements or any other special learning needs. In the event of LLN becoming an issue, you can contact the Student Services Officer to discuss your requirements.

Some examples of the type of support that we can offer include:

Literacy

- Providing you only essential writing tasks
- Considering the use of group exercises
- Providing examples and models of completed tasks
- Ensuring that documents and forms are written and formatted in plain English
- Using clear headings, highlighting certain key words or phrases
- Providing explanations of all technical terms used

Language

- Presenting information in small chunks and speaking clearly, concisely and not too quickly
- Giving clear instructions in a logical sequence
- Giving lots of practical examples
- Encouraging you to ask questions
- Asking questions to ensure you understand

Numeracy

- Showing you how to do the calculations through step by step instructions and through examples of completed calculations
- Helping you to work out what maths calculations and measurements are required to complete the task
- Encouraging the use of calculators and demonstrating how to use them

44.0 LEGISLATIVE AND REGULATORY REQUIREMENTS

The legislation that particularly affects yours, as well as the College's participation in Vocational Education and Training includes:

- The VET Quality Framework, including:
 - Standards for Registered Training Organisations (RTOs) 2015
 - The Fit and Proper Person Requirements
 - The Financial Viability Risk Assessment Requirements
 - The Data Provision Requirements; and
 - The Australian Qualifications Framework
- Work Health and Safety Act (NSW) 2011
- Work Health and Safety Regulations (NSW) 2017
- Public Health Act 2010
- Public Health Regulation 2012
- Anti-Discrimination Act (NSW) 1977
- Copyright Act 1968 (Cth)
- Racial Discrimination Act 1975 (Cth)
- Sex Discrimination Act 1984 (Cth)
- Australian Human Rights Commission Act 1986 (Cth)
- Fair Work Act 2009
- Fair Work Regulations 2009
- Disability Discrimination Act 1992 (Cth)
- Age Discrimination Act 2004
- Privacy Act 1988 (Cth)
- Privacy (Private Sector) Regulations 2001 (Cth)

- Privacy and Personal Information Protection Act 1998 (NSW)
- Children and Young Persons (Care and Protection) Act 1998 (NSW)
- Advocate for Children and Young People Act 2014
- Child Protection (Working with Children) Act 2012
- Child Protection (Working with Children) Regulation 2013
- Protection of the Environment Operations Act 1997(NSW)
- Education Services for Overseas Students (ESOS) Act 2000
- Education Services for Overseas Students (ESOS) Regulations 2001
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (National Code) 2018
- Education Services for Overseas Students (Registration Charges) Act 1997
- Education Services for Overseas Students (TPS Levies) Act 2012
- VET Student Loans Act 2016
- VET Student Loans Rules 2016

45.0 LIBRARY

YES College has a small resource library that contains additional reading materials available for student loan. To borrow books from the resource library, complete the Student Library Agreement Form along with a \$20 deposit and provide the form to our Student Services Officer. Book loans are for a period of 7 days.

Sydney Public Libraries are also available to students as well as local libraries in residential areas.

See the following link for more information

<https://www.cityofsydney.nsw.gov.au/libraries>

46.0 LIVING IN AUSTRALIA

Sydney is the largest city in Australia in terms of population. It is often called "the Harbour City" and is one of the most multicultural cities in the world, offering a wide selection of entertainment, food, restaurants, shopping, pristine beaches and sightseeing. Sydney has a temperate climate with warm summers and cool winters, and rainfall spread throughout the year. Students are ideally placed to take advantage of it all.

YES College is located in Parramatta (2 to 4 minutes walk from Parramatta Train Station) which is in Central Western Sydney and is easily accessible through a range of efficient public transport options (train and bus). Parramatta is 23km west of the Sydney CBD.

The Sydney CBD is a major business and commercial centre. It is home to the Sydney icons such as the Sydney Harbour Bridge, Sydney Opera House, Powerhouse Museum, Sydney Aquarium, Darling Harbour and many shops and restaurant, boasting some of Australia's most historic places of interest. For those not inclined to the past you can catch a performance at the Sydney Entertainment Centre, offering drama and comedy shows or enjoy the many entertaining areas such as Pitt Street Malls, The Rocks, Circular Quay and China Town. Australia's most famous beach; Bondi Beach is located approximately 30 minutes from the CBD.

If you're thinking of studying in Australia you will need to know what it will cost to support yourself. Obvious things that come to mind are accommodation, food, clothes, child-care and entertainment. Below is guide on financial requirements for international students studying in Australia for each academic year (does not include course tuition fees, Overseas Student Health Cover, travel/incidentals), however this can vary widely depending on your lifestyle:

You	\$21,041
Partner or spouse	\$7,362
Child	\$3,152

International students wishing to bring their spouse and school aged dependents should ensure they plan for living expenses for each additional family member. In addition, students will be required to pay the full schooling tuition fees of his/her school-aged dependent children.

Initial establishment costs for a shared apartment, such as rental bond for accommodation, electricity, gas and telephone, could add up to more than \$1,760. In addition, there are the costs associated with staying in touch with home. There are internet cafes located throughout the CBD which cost around AU\$5.00 per hour as well as free WIFI in popular areas such as McDonald's and Starbucks. The cheapest way to phone overseas is using phone apps such as Skype, Facebook or Viber or via a phone card. Phone cards can be purchased at newsagents and convenience stores. Different phone

cards will have different rates so make sure different cards are compared to see which is the cheapest for your country. Students requiring a mobile phone, can get packages starting from around AU\$15.00 a month plus call costs for a two year contract. You can also buy a pre-paid mobile phone for about AU\$100.00. Note that calls made from mobile phones to overseas can add up to be very expensive.

To post a letter overseas the cost is between AU\$1.75 to AU\$2.60 through Australia Post. Parcels and freight are a lot more expensive and the cost will depend on how much you are sending and where it is going.

Education Costs

Australian education tuition fees for international students are very competitive with other countries. All tuition fees for international students who study in Australia are exempt from GST and are charged up-front, with some institutions making additional charges to cover other associated costs like mandatory student workbooks, sports facilities, laboratory costs, student organisation membership, and library fees.

English Language Courses

The costs of English Language courses vary greatly depending on the duration and level of the English course. English language courses vary in duration and intensity, and can cost as little as a few hundred dollars for a two week short course to A\$3,500 for a half year semester or up to A\$14,500 for a full year university preparation English course.

Vocational Education and Training (VET) Course Costs

Prices for vocational education courses in Australia can vary between A\$3,000.00 and A\$70,000.00 depending on the course, duration and whether the qualification is a certificate, diploma or advanced diploma. For example, learning to fly is far more expensive than any course that is largely classroom based.

The length of courses can also vary greatly depending on the type of course you plan on studying so make sure you do your homework before you enrol in any course.

Accommodation Costs

See Accommodation Section.

Other Living Costs

There are of course other costs associated with living in Australia. Please take these into account. For example, the extra cost of the use of electricity, the telephone and gas on top of your rent. Approximate costs of other living expenses include:

Item	Approximate Cost
Weekly Groceries	\$80 - \$280 per week
Meal, Inexpensive Restaurant	\$13.00 - \$21.00 per meal
Combo Meal at McDonalds or Similar	\$8.00 - \$10.00 per meal
Cappuccino (Regular)	\$3.50 - \$4.50 per cup
Water (0.33 litre bottle)	\$2.00 - \$3.00 per bottle
One-way Ticket (Local Transport)	\$3.00 - \$5.00 per ticket
Monthly Pass (Local Transport)	\$80.00 - \$150.00 per month
Basic Monthly Utilities (Electricity, Heating, Water, Garbage) for 85m2 Apartment	\$150.00 - \$300.00 per month
Unlimited Monthly Mobile Phone Calls and Texts to Australian Numbers	\$35.00 - \$95.00 per month
Internet (6 Mbps, Unlimited Data, Cable/ADSL)	\$50.00 - \$80.00 per month
Fitness Club, Monthly Fee for 1 Adult	\$50.00 - \$90.00 per month
Cinema, International Release, 1 Seat	\$15.00 - \$19.00 per ticket
Entertainment	\$80 - \$150 per week

47.0 LOST PROPERTY

Any articles found on College premises should be forwarded to the Student Services Officer. YES College does not take responsibility for loss of personal items. Please ensure your name is clearly written on all personal items, including your Student Workbooks and other items.

Any items lost that are imperative for completion of your course will need to be replaced at the student's expense.

48.0 MEDICAL PROBLEMS

Doctor's Visits

If you get sick, you may have to go and see a doctor. In Australia, you do not go to a hospital unless you are seriously ill. You go to your local doctor who will have a surgery near your house. Surgery hours usually start from 9:00 am and the surgery may be open all day. When you arrive, the receptionist will ask you for your OSHC card or book. Don't forget to take your OSHC Membership card when you go to the doctor's surgery. If you cannot leave the house, you can ring the Doctor's receptionist and make an appointment for the doctor to visit you, which will be more expensive.

If you cannot come to the College, the doctor will give you a medical certificate that describes what is wrong with you and says how many days you may stay at home.

Don't forget to give your medical certificate to your teacher when you return to class. You keep the original certificate and we will place a copy on your file.

In Australia, you only have to pay 15% of the cost of a visit to your local doctor, and if you are in a public hospital you do not have to pay at all. However, you may have to pay more to see a specialist or if you are in a private hospital. When you get a bill or receipt for medical service, take it with your medical card to your OSHC provider and apply for a refund.

Hospitals

Under OSHC you are covered for accommodation and/or treatment in Public hospitals. This applies whether you need to stay in hospital or are a patient at the hospital's outpatient clinic or casualty department.

Public hospitals throughout Australia have emergency clinics where you can go at any time of the day or night in an emergency. Doctors at the hospital will attend to you.

Emergencies

For all emergencies that are life threatening, dial 000 from your telephone to be attended by the emergency service departments. This includes Fire, Police and Ambulance services, operating 24 hours a day. Please follow the steps below to get assistance as soon as possible.

- Ask the operator for the service you need
- Wait to be connected
- Describe the problem
- Be aware of your address or be ready to describe your location as clearly as possible
- Listen to any instructions given by the operator
- Do not hang up

Ambulance Service

Your Overseas Student Health Cover (OSHC) will cover costs for ambulance only when it is used in a state of emergency where medical attention is needed immediately. The costs for an ambulance used for non-emergency medical transport is not covered by OSHC.

First Aid/Medical

If a student is ill or injured and needs help please contact any member of the College staff, as First-Aid cabinets are available on the premises. The College is not permitted to provide or administer medication to any students.

Students must report all injuries, accidents and near misses to their trainer or a staff member.

Students who suffer from a serious illness or allergies or who are required to take medication daily should advise the Student Welfare Officer for any assistance or special arrangements.

49.0 MOBILE PHONES AND MP3 PLAYERS

As a courtesy to the teachers and other students, mobile phones and other electronic devices are to be turned off during class times.

50.0 ORIENTATION

Before commencing your course, you must attend Orientation. Orientation will give you all the important information you need to study at YES College and in Australia. Orientation will cover things such as how to purchase your mandatory Student Workbooks, important YES College contacts, class timings, college policies and procedures, student services and everything else you need to study successfully at YES College. YES College Student Services staff will let you know when your orientation date and time is. You can also speak to Reception or the Marketing and Admissions Team if you have any questions in regards to orientation.

51.0 OVERSEAS STUDENT HEALTH COVER

Australia has a very modern and efficient health care system. It is subsidised by the Australian Government. Overseas Student Health Cover (OSHC) is a type of insurance that allows you to use the Australian healthcare system and it covers the costs for any medical or hospital care which you may need while studying in Australia. It will also pay for some prescription drugs and emergency ambulance transport.

If you are an international student, you must be covered by OSHC from when you arrive in Australia and for the entire duration of your stay, in line with Condition 8501 of your student visa. This can be organised by YES College or yourself. If you are studying at more than one educational provider and both are arranging OSHC, you will have to ensure that there is no gap between policies. This means that as one policy expires the next commences immediately.

You can find out more about purchasing Overseas Student Health Cover at the website <https://www.studyaustralia.gov.au/english/live-in-australia/insurance> or by speaking to YES College Marketing and Admissions Staff.

52.0 POST OFFICE

Post Offices are open Monday - Friday from 9.00am - 5.00pm. You can buy stamps, money orders, an aerogram to send overseas, send telegrams and buy padded bags or cardboard boxes to send parcels. You may also pay some utility bills at the post office.

53.0 PRIVACY POLICY

Policy

The purpose of the Privacy policy is to outline the obligation of all YES College employees in relation to the collection, storage, accuracy, use, disclosure and retention of “personal information”, which enables an individual to be identified.

Definitions

“Personal Information” is defined as information about an individual, which also identifies the individual. It includes names, physical characteristics, and opinions about a person, e-mail addresses, diary notes and medical records among other things. It may be written down, stored on a database, electronic or exist in the knowledge of the people working for an organisation.

Guidelines

YES College is committed to protecting an individual’s right to privacy.

1.0 Collection of Information

- 1.1 Upon the collection of personal information about individuals, in any format, YES College will use this only for the primary purpose for which it was provided. This information will be kept confidential and may be given to different units within YES College for processing and use under a duty of confidentiality to YES College
- 1.2 YES College will not use this information for any other purpose without your consent other than in situations stipulated in 4.1 of this policy.

2.0 Security of Information

- 2.1 YES College will take reasonable steps to protect the personal information from misuse and loss and from unauthorised access, modification or disclosure.
- 2.2 YES College will also take reasonable steps to destroy or re- identify personal information if it is no longer needed.
- 2.3 Personal information will not be given to third parties outside YES College unless otherwise stated or with the individual’s written consent.

3.0 Review and Access

- 3.1 YES College endeavours to ensure that the personal information it holds is accurate, complete and up-to-date.
- 3.2 Under the Freedom of Information Act 1982, YES College students are able to access their own student file by placing their request in writing and providing adequate identification. Students must allow 5 working days.

4.0 Use of Information

- 4.1 The primary purpose in collecting your information is to fulfil our business commitments to you in providing education and training. We may use the information you provide to help improve the services we deliver to you, measure interest in our services, inform you of other products and services or to comply with requirements under the law. Requirements under the law include providing personal information, including your contact details, course enrolment details and changes, and the circumstance of any suspected breach by you of your student visa conditions to the Australian Government and designated authorities, including the Tuition Protection Service (TPS) Director. We shall not otherwise disclose your personal information to any other party without your consent and we do not sell personal information to third parties.

54.0 PUBLIC HOLIDAYS

Classes will not be run on public holidays; traditionally there are several days in a year that are what we call National Holidays: (these days are in addition to Term breaks, see below)

New Years Day	1st January and 2nd January
Australia Day	26th January
Good Friday	7th April
Easter Saturday	8th April
Easter Sunday	9th April
Easter Monday	10th April
Anzac Day	25th April

Student Handbook

Version: 6.0

Implemented: 14th December 2022

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Responsibility: Chief Executive Officer

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Queen's Birthday	12th June
Labour Day	2nd October
Christmas Day	25th December
Boxing Day	26th December

* Your Teacher will inform you of these dates at the commencement of a term.

55.0 REASSESSMENT AND REPEATING UNITS OF COMPETENCY

To successfully complete a unit of competency i.e. achieve a Competent result for the unit, you must achieve a Satisfactory Result for all assessment tasks for that unit. For each assessment task you will be provided with 3 opportunities to achieve a Satisfactory Result. Should you be unable to achieve a Satisfactory Result by your 3rd attempt, you will be required to undertake a Re-assessment. Reassessments are organized by the Student Services Department and cost \$50 per assessment task. Should you be unable to fulfill the unit of competency requirements following a re-assessment, you will be required to repeat the unit of competency in line with the College's Student Assessment, Reassessment and Repeating Units of Competency Guidelines policy. The cost of repeating a unit of competency is \$500 and is subject to timetable availability.

See the College's Assessment, Reassessment and Repeating Units of Competency Guidelines policy for further information. Note that this policy applies to all assessment tasks conducted at the College.

56.0 RECORD STORAGE AND SECURITY MANAGEMENT

Policy

YES College is committed to creating, using and keeping full and accurate records of its administrative, academic and financial activities by protecting the integrity, authenticity and currency of all records. These records can be in any format including electronic documents, hard copy files, e-mails, spreadsheets, legal contracts and agreements.

All student records pertaining to academic, financial and administrative requirements are recorded and stored on a web-based Student Management System (TEAMS). All information on TEAMS is stored and secured off site and has daily back-up procedures in place. Student records located on TEAMS are kept and stored for a period of no less than 30 years.

57.0 REFUND POLICY

PURPOSE

The purpose of this policy is to ensure that all students are treated fairly and with integrity while assessing their refund application. All 'refunds' are to be signed off by the **YES College** Accounts Team and applications to be processed within 7 days of the application being received.

All refunds applications are to be submitted at the campus reception and the following procedures followed in assessing the application.

Please note the below refund policy in relation to 'Tuition Fees' and should not be confused with 'enrolment' fees which is non-refundable unless mentioned.

SCOPE

This policy applies to:

- Students enrolled at YES College
- YES College Marketing, Admissions, Academic, Student Services and Administrative staff.

All staff are made aware of the requirements of this policy through regular meetings, staff updates and continuous improvement practices. Students are made aware of this policy through Student Handbook, during the enrolment and orientation processes and also throughout the course.

REQUIREMENTS

Where the **YES College** requires, either directly or through a third party, a prospective or current learner to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), the YES College must meet the requirements set out in the Requirements for Fee Protection in Schedule 6. (Requirements for protecting fees prepaid by individual learners, or prospective learners, for services)

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These requirements do not override obligations and requirements of the Education Services for Overseas Students Act 2000.

The YES College addresses learner fee protection by implementing one or more of the following arrangements:

1. The **YES College** holds an unconditional financial guarantee from a bank operating in Australia where:
 - a. the guarantee is for an amount no less than the total amount of prepaid fees held by the **YES College** in excess of the threshold prepaid fee amount for each learner for services to be provided by the **YES College** to those learners; and
 - b. all establishment and ongoing maintenance costs for the bank guarantee are met by the **YES College**.
2. The **YES College** holds current membership of a Tuition Assurance Scheme approved by its VET Regulator which, if the **YES College** is unable to provide services for which the learner has prepaid, must ensure:
 - a. the learner will be placed into an equivalent course such that:
 - the new location is geographically close to where the learner had been enrolled; and
 - the learner receives the full services for which they have prepaid at no additional cost to the learner; or
 - b. if an equivalent course cannot be found, the learner is paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount.
3. Any other fee protection measure approved by the VET Regulator.

PROCEDURE

REFUNDS AND WITHDRAWAL:

This policy document includes a plain English explanation of what happens in the event of a course not being delivered, including the role of the Australian Government Tuition Protection Service (TPS).

In the case of provider default, **YES College** will fulfil its obligation under the ESOS Act and Tuition Protection Service (TPS).

In the case of student default, the amount to be refunded by the **YES College** is calculated according to the Calculation of Fees and Refunds Table in this policy.

The refunds must be calculated in accordance with the Legislative Instrument made under section 47E - the Education Services for Overseas Students (Calculation of Refund) Specification 2014.

This document describes processes for claiming a refund.

YES College will only pay a refund to the student; or to a person nominated by the student only when written authorisation is given by the student in favour of another party. Student unsatisfied with refund or the processes for claiming a refund have rights to make complaints and seek appeals of decisions internally and externally according to **YES College Complaints and Appeal Policy, Procedures and Process**.

This written agreement between **YES College** and a student, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

YES College must retain records of all written agreements as well as receipts of payments made by students under the written agreement for at least 2 years after the person ceases to be an accepted student.

Student before commencing any course at YES College

Where the student notifies of cancellation before commencing any course at **YES College**, written notification must be provided to **YES College**. In this case:

- Enrolment fee – No refund
- Airport pickup – Full refund
- Accommodation placement – No refund
- Equipment fees, uniform and material fees – Full refund
- OSHC – Per OSHC provider conditions
- Tuition fee – Refer to Calculation of Fees and Refunds Table

Student withdrawal from their studies after commencement:

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Student must notify **YES College** of their intention to withdraw from their current course at least **two weeks prior to the start of their next semester**. Student failure to notify **YES College** two weeks prior to their next semester start date will be liable to pay whole semester tuition fees of their following semester. Student must pay any outstanding tuition fee balance of their previous semester before withdrawing from their studies.

Where the student withdraws after commencing studies at **YES College**, written notice must be submitted completing **YES College's Application to Defer, Suspend or Cancel Enrolment Form** indicating courses to be cancelled, signed and dated by the student and marked as received by **YES College**.

- Enrolment Fee – No refund
- Airport pickup – No refund
- Accommodation placement – No refund
- Equipment, uniform and material fees – No refund
- OSHC – Per OSHC provider conditions
- Tuition fee – Refer to Calculation of Fees and Refunds Table

Where student requests for **deferment after commencing studies** at **YES College** that is more than one semester, it will be treated as student's withdrawal from the current semester. The student is required to pay fee incurred for the current semester and re-enrol after the deferment period paying the respective tuition fees again.

The non-refundable portion of the fees is kept by **YES College** to offset the administrative costs incurred explicitly while delivering services to international students in compliance with the ESOS Act and the National Code 2018. If a student cancels or withdraws from a course, the loss of revenue is incredibly high, can be higher if **YES College** is unable to recruit another student in the place of withdrawing student due to a shorter timeframe. Thus, in all circumstances, except for visa refusal, **YES College** will deduct certain percentage or demand student to pay tuition fees for the whole semester.

If tuition fees remain outstanding, YES College reserves the right to withhold any Certificates and Records of Results achieved by the student.

PROCESS OF CLAIMING REFUND:

1) Refunds based on student applications:

All applications for refund must be made in writing by way of the 'Application for Refund' form and submitted to the **YES College Campus Reception** or **via email completed form attachment to: admissions@yescollege.com.au**

All applications for refunds are to be processed by the **YES College Staff** within **4 Weeks** from the receipt of student's written notification of cancellation/withdrawal only if the supporting documents have been validated during this timeframe.

Please note the following points related to all refunds applications received by YES College:

1. **YES College** Application for Refund form must be completed by the student only. Refund requests made to any other person or submitted by other means will not be considered.
2. Education Agents are not authorised to receive or deal with refund requests from students
3. Proof of identification is required to be submitted with all refund applications
4. Refunds will be sent to the bank account nominated by student in writing as part of their refund request.
5. **YES College** will not take responsibility for delays or expenses caused by student advising wrong account details
6. Under banking regulations, if a student has made payment using a credit card any refund must be credited to the original credit card.
7. **YES College** is unable to refund any applicant in any currency other than the Australian Dollars
8. Date of cancellation/withdrawal is the date written request received by **YES College**.
9. Without proof of Visa refusal by the Australian Government Department, no refund will be issued.
10. Refund will only be calculated if fees are received by **YES College** in respect of the student.

11. Depending on the date of student's request for cancellation or withdrawal, the student may be still liable for fees and not eligible for refund.
12. There are no refunds associated with material and resources fees, e.g. uniforms, consumables etc.
13. Please refer to OSHC provider for refunds directly regarding Compulsory Health Insurance (Student Visa Holders only).
14. Refunds are paid to the student; or to a person nominated by the student only when written authorisation is given by the student in favour of another party.
15. **YES College** is not responsible for delays caused by the financial institutions in the money transfer.
16. All fees incurred by financial institutions in the money transfer process is the responsibility of the student, and where possible will be pre-deducted from the calculated refund amount.
17. Student can appeal **YES College**'s decision taken on their refund application internally and externally through **YES College**'s Complaint and Appeal Policy, Procedures, and Process.

The assessment of refund applications shall be granted as indicated below:

CALCULATION OF FEES AND REFUND TABLE			
Student Default Circumstances		Calculation of Fees	Calculation of Refund
Student visa refused	Student fails to start a course due to visa refusal (before agreed start date)	YES College will retain on the account of administrative cost: either 5% of each course fees (Tuition fees + Non-tuition fees); or \$500; whichever is less.	Refund course fees (tuition and non-tuition fees) less 5%; or \$500; whichever is less
	Student's application for student visa renewal got rejected or refused after agreed start date	Yes College will retain weekly tuition fees for part of the course that has already been delivered to the student before the day student's application for student visa renewal got rejected or refused.	Refund tuition fees for part of the course that has not been delivered to the student after the day student's application for student visa renewal got rejected or refused. Non-tuition fees are non-refundable.
Student visa cancelled	Student's visa got cancelled due to student actions including breach of student visa conditions or holding any other types of visa including permanent residence	Full semester tuition fees for the whole duration of the current semester is payable.	No Refund.

Cancellation requests before agreed start date	Student's notification of cancellation is at least 52 weeks prior to agreed start date	Yes College will retain on the account of administrative cost: 50% of the first semester tuition fees.	Refund tuition fees less 50% of first semester tuition fees. Non-tuition fees are non-refundable.
	Student's notification of cancellation is less than 52 weeks prior to agreed start date	Full semester tuition fees for the whole duration of the first semester is payable.	No Refund.
Cancellation requests after deferment of commencement	Student's notification of cancellation of his/her course after the deferment of commencement date in a student's original eCoE in which visa was granted.	Full semester tuition fees for the whole duration of the first semester is payable.	No Refund.
Cancellation requests in consecutive courses	Student's notification of cancellation in succeeding course enrolled	Yes College will retain deposit paid towards succeeding course enrolled.	No Refund.
Non-commencement	Student failed to commence his/her first course without prior written notification	Yes College will record a Credit Note against the student as to honour the fees paid in that course. This Credit Note is valid for a year from the date issued and is not transferrable to any other course. It is neither redeemable for	No Refund.

		cash nor refundable in full or in part for any reason.	
	Student failed to commence his/her succeeding course without prior written notification	Yes College will retain deposit paid towards succeeding courses enrolled.	No Refund.
	Student failed to satisfy condition of a conditional CoE including English language proficiency requirements and Course specific entry requirements.	Yes College will retain deposit paid towards courses enrolled.	No Refund.
Withdrawal requests after course has started	Student's notification of withdrawal from the course in at least two weeks prior to the start of his/her next semester.	Full semester tuition fees for the whole duration of the current semester is payable.	No Refund.
	Student's notification of withdrawal from the course after two weeks prior the start of his/her next semester.	Full semester tuition fees for the whole duration of the next semester is payable.	No Refund.
	Student's notification of withdrawal from the course during his/her study	Full semester tuition fees for the whole duration of the current semester is payable.	No Refund.
	Student withdraws	Full semester tuition	

	after his/her course has started without notification	fees for currently studying course is payable.	No Refund.
Withdrawal during deferment or suspension of studies	Student notification of withdrawal from the course during deferment or suspension of studies.	Full semester tuition fees for the whole duration of the current semester is payable.	No Refund.
Other circumstances	Student expelled for breach of Yes College student code of conduct including submitted fraudulent documents or misleading information.	Full semester tuition fees for the whole duration of the current semester is payable.	No Refund.
	Student failed to disclose previous visa refusal / cancellation or makes false declaration on the application.	Full semester tuition fees for the whole duration of the current semester is payable.	No Refund.

Definition of terms used in refund table above:

Course fees	The total amount of fees including pre-paid tuition fees and non-tuition fees.
Weekly tuition fees	A daily tuition fee is calculated outcome of total tuition fees for the course divided by number of calendar days in the course. Then, to get weekly tuition fees simply multiply the outcome by 7.
Non-tuition fees	Enrolment Fee; OSHC Fee; Fees to cover textbooks or uniforms, which student use while they study the course.

Tuition fees	A Semester is study period comprised of 20 weeks of teaching. Tuition fees are charged in full for each semester and must be paid according to the Enrolment Acceptance Agreement.
Deposit	Any monies paid to confirm the student's enrolment in succeeding courses; concurrently with or after signing the Enrolment Acceptance Agreement.
Agreed start date	Agreed start date means the day on which the course is scheduled to start or a day agreed between YES College and the student as per student's eCoE.

Appealing Refund decisions:

Student can access **YES College's** internal complaints and appeals processes at no cost if he/she wish to appeal **YES College's** decision taken on his/her refund application.

Student can complete **YES College** Complaint/Appeal form and submit it to the **YES College** Campus Reception within **20 working days from the decision taken on his/her refund application**, to begin appeal resolution process.

2) Refunds due to non-delivery of course by YES College (Provider Default):

Under section 46A of the ESOS Act a registered provider defaults, in relation to an overseas student or intending overseas student and a course at a location, if:

- the provider fails to start providing the course to the student at the location on the agreed starting day; or
- after the course starts but before it is completed, it ceases to be provided to the student at the location; and the student has not withdrawn from the course before the default day.

Refunds under the above conditions will be paid in full to the student within 14 days.

YES College may arrange within **14 days** for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to refunding course money. Please refer to the information under Tuition Protection Service.

Further information:

Tuition Protection Service (TPS) - Refer to www.tps.gov.au for detailed information.

Under the Tuition Protection Service (TPS) framework, all providers have a statutory obligation to report to the TPS Director and the Secretary about provider and student defaults. This is the first layer of tuition protection for students. One of the main objectives of the TPS is to ensure that the placement and refund processes for students are quick and

streamlined. The default notification requirements are to ensure students are looked after following a default in a timely way.

Provider default –

Under section 46A of the ESOS Act a registered provider defaults, in relation to an overseas student or intending overseas student and a course at a location, if:

- the provider fails to start providing the course to the student at the location on the agreed starting day; or
- after the course starts but before it is completed, it ceases to be provided to the student at the location; and the student has not withdrawn from the course before the default day.

Note: Section 46A sets out further rules prescribing when a provider defaults.

Student default –

Under section 47A of the ESOS Act, an overseas student or intending overseas student defaults, in relation to a course at a location, if:

- the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- the student withdraws from the course at the location (either before or after the agreed starting day); or
- the registered provider of the course refuses to provide, or continue providing, the course to the student at the location because of one or more of the following:
 - the student failed to pay an amount payable to the provider for the course;
 - the student breached a condition of his/her student visa;
 - misbehaviour by the student (Note: the student is entitled to natural justice under subsection 47A(3)).

Note: Subsection 47A(2) - A student does not default for failing to start a course on the agreed starting day if he/she does not start that course because the provider defaults in relation to the course at the location under subparagraph 46A(1)(a)(i).

What YES College must do in the event course not being delivered-

- Under section 46B of the ESOS Act, **YES College** must notify the Secretary and the TPS Director of the default within 3 business days of the default occurring.
YES College must also notify students in relation to whom **YES College** have

defaulted. The notices must be in writing and meet the requirements of the section 46B of the ESOS Act.

- Under section 46D of the ESOS Act, **YES College** will satisfy its tuition protection obligations to students within 14 days after the day of the default (the provider obligation period) to satisfy your tuition protection obligations to the student as set out in the section. This may include placing students who are referred to the TPS in a suitable alternative course. If a student choose to be placed into another course, **YES College** will ask student to sign a document to indicate that the student accepted the placement.

What YES College must do if a student or intending student defaults-

- If a student or intending student defaults, **YES College** must provide a refund in accordance with the requirements under either section 47D or 47E of the ESOS Act, depending on which section applies to the circumstances of the default situation.
- Under section 47D or 47E of the ESOS Act, **YES College** must pay the refund within the period (the provider obligation period) of **4 weeks** after the day specified in section 47D or 47E, depending on which section applies to the circumstances of the default situation.

3) Appealing Refund decisions:

Refer to the Student Complaints & Appeals Procedure from the **YES College** Student Administrations department if you wish to appeal **YES College's** decision taken on your refund application.

OUTLINE OF YES College's INTERNAL AND EXTERNAL COMPLAINTS AND APPEALS PROCESSES:

- **YES College** manages and responds to allegations involving the conduct of **YES College**, its trainers, assessors, or other staff, and a student of **YES College**. **YES College** responds to any complaint or appeal the student makes regarding his or her dealings with the **YES College** and the **YES College's** education agents. **YES College** does not use or have any arrangement with any third party to provide service on its behalf.
- Student can request (appeal) for a review of decisions, including assessment decisions, made by **YES College**.

- Students can discuss their issues informally with any member of the **YES College** Student Support Team.
- **YES College** staff will endeavour to resolve any disputes, informal/formal complaints or appeals raised regarding student dealings with **YES College** or the **YES College's** education agents amicably and at an early stage.
- Student can access **YES College's** complaint and appeal process to lodge a formal complaint or appeal if a matter cannot be resolved informally.
- Student unsatisfied with the informal process can lodge a formal complaint or appeal internally using the ***YES College's Complaints / Appeals Form***.
- Student can access *Complaints / Appeals Form* from the ***YES College** campus reception*. Student can easily access free and comprehensive information about **YES College's** Complaints and Appeals policy, procedures, processes and forms from the ***YES College** website www.yescollege.com.au* at any time.
- Student should complete *Complaints / Appeals Form*, and attach all the supporting document and information the student has to support their complaint or appeal then submit to Student Support Officer in person at the ***YES College** Campus Reception*.
- There is no charge for **YES College** students to lodge a formal complaint or appeal internally.
- Once the completed ***YES College** Complaints / Appeals Form* is received by **YES College**, Operations Manager or a delegate will send a written acknowledgement to the complainant/ appellant within as soon as practicable from the receipt of the form.
- **YES College** staff will commence assessment of all formal complaints or appeals within 10 working days of it being made in accordance with the **YES College's** complaints handling and appeals process and policy, and finalise the outcome as soon as practicable.
- **YES College** staff will record, acknowledge, and deal with complaints and appeal in a fair and effective manner.
- **YES College** staff will conduct the assessment of the complaint or appeal in a professional, fair and transparent manner. Complainant or appellant will not be discriminated or victimised.
- **YES College** staff will provide student an opportunity to formally present his or her case at no cost. **YES College** student can be accompanied and assisted by a support person at any relevant meetings.

- **YES College** staff will notify providing student a written statement of the outcome of the internal complaint or appeal, including detailed reasons for the outcome as soon as practicable.
- Student not satisfied with the internal complaint resolution process or the outcome can access **YES College**'s internal appeals process within 20 working days from the notification date.
- **YES College** staff will keep a written record of the complaint or appeal, including a statement of the outcome and reasons for the outcome, according to ***YES College Record Management Policy and Procedures***. Written record of the complaint or appeal and further action required will be maintained in the ***YES College Complaints / Appeals Logbook***.
- Where **YES College** considers more than 60 calendar days are required to process and finalise the complaint or appeal, **YES College** Staff will:
 - inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and
 - regularly update the complainant or appellant on the progress of the matter.
- If the student is not satisfied with the outcome of the **YES College**'s internal complaints handling and appeals process, **YES College** staff will advise the student within 10 working days of concluding the internal review of the student's right to access an external complaints handling and appeals process at minimal or no cost.
- **YES College** staff will provide the student with the contact details of the appropriate external complaints handling and external appeals body.
- If the internal or any external complaints handling or appeal process results in a decision or recommendation in favour of the student, **YES College** must immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision, and advise the student of that action.
- **YES College**'s complaints policy and appeals policy, procedures and process:
 - ensures the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process
 - are publicly available
 - set out the procedure for making a complaint or requesting an appeal
 - ensures complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable
 - provide for review by an appropriate party independent of **YES College** and the complainant or appellant, at the request of the individual making

the complaint or appeal, if the processes fail to resolve the complaint or appeal.

- **YES College** will identify potential causes of complaints and appeals and take appropriate corrective action to eliminate or mitigate the likelihood of recurrence.
- **YES College** will securely maintains records of all complaints and appeals and their outcomes.
- **YES College's** complaints and appeals policy does not inhibit student's rights to pursue other legal remedies at any point during or after the implementation of procedure.

4) Further information

If tuition fees remain outstanding, **YES College** reserves the right to withhold any Certificates and Records of Results achieved by the student. The Institute will refund any monies due to the student, to the student's education agent (where applicable).

58.0 RPL POLICIES AND PROCEDURES

Purpose

YES College will ensure that Recognition of Prior Learning (RPL) is offered to all applicants prior to and upon enrolment. YES College ensures that its own recognition process is transparent, fair and provides students with sufficient information to support their claim for recognition.

Scope

This policy applies to:

- Students enrolled at **YES College**
- **YES College** Marketing, Admissions, Academic, Student Services and Administrative staff.

All staff are made aware of the requirements of this policy through regular meetings, staff updates and continuous improvement practices. Students are made aware of this policy through the Student Handbook, during the enrolment and orientation processes and also throughout the course.

Definitions:

<i>Formal</i>	<i>The learning that takes place through a structured program of learning</i>
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Student Handbook

Version: 6.0

Implemented: 14th December 2022

To be reviewed: 14th December 2023

Responsibility: Chief Executive Officer

RTO Code: 0249, CRICOS Provider Code: 03282E

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<i>Learning.</i>	<i>undertaken at an accredited education provider that leads to the full or partial achievement of an Australian Qualification Framework (AQF) qualification, or other officially accredited qualification recognised by YES College. (for example, a certificate, diploma or university degree);</i>
<i>Informal Learning</i>	<i>The learning gained through work, social, family, hobby or leisure activities and experiences. Unlike formal and non-formal learning, informal learning is not organised or externally structured in terms of objectives, time or learning support. (for example the acquisition of interpersonal skills developed through several years as a sales representative).</i>
<i>Learning or competency outcomes</i>	<i>A learning or competency outcome that a learner should know and/or be able to do as a result of being involved in a learning process. The learning should indicate a conceptual as well as a practical grasp of the knowledge or competency required and should be applicable outside the environment in which it was acquired.</i>
<i>Non-Formal learning</i>	<i>Non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business); and</i>
<i>RPL</i>	<i>Recognition of prior learning is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit.</i>
<i>PRISMS</i>	<i>Provider Registration and International Student Management System, (PRISMS) is a secure system for providers to: issue 'Confirmations of Enrolment' to overseas students intending to study in Australia (the Department of Home Affairs requires these to issue a student visa), and & report changes in course enrolment.</i>

Policy

Students having a significant amount of training and/or work experience within the field that is relevant to a course offered by **YES College** may be eligible for Recognition of Prior Learning (RPL).

YES College ensures that any applicant for RPL is provided with the following:

- assistance to understand the RPL assessment process;
- assistance to identify the learning or competency outcomes associated with their prior learning and identify areas where claims for RPL might be made;
- advice on the format of applications including the gathering of valid, current, sufficient and reliable evidence and the authentication required;
- advice on whether further evidence is required, providing advice on the learning or competency outcomes against which students will be assessed.
- information about the competencies and performance criteria relevant to their RPL application
- information and support to enable them to gather reliable evidence of competency
- opportunities to obtain feedback on the evidence proposed prior to finalisation of the application

Students must complete an application form for RPL and attach supporting evidence as required. This evidence must be clearly identifiable, and support the applicant's case for Recognition of Prior Learning by addressing the relationship of evidence with each Unit of Competency.

The student may not need to complete all of the units in a course enrolled if his/her competencies are recognised through the RPL process.

Procedures:

To apply for recognition of prior learning the applicant will need to read **RPL Instructions for Students** and complete the **RPL Application Form** that is available from the Campus Reception and provide supporting evidence.

YES College Course Coordinator will give advice to the applicant on completing the RPL application form and gathering reliable evidence.

Applicants will be encouraged to discuss the requirements and the types of evidence they are thinking of presenting prior to submitting the application.

Any applicant for Recognition of Prior Learning is provided with:

- a. Information about the competencies and performance criteria relevant to their Recognition of Prior Learning application
- b. Adequate information and support to enable them to gather reliable evidence of competency
- c. Opportunities to obtain feedback on the evidence proposed prior to finalisation of the application
- d. Applicant who are eligible for credit transfer will be granted Credit Transfer status and will be subject to the Credit Transfer Policy and Procedure.

It is accepted that RPL is an assessment of an individual's current knowledge, skills and attitude even though the evidence produced in support of the claim for recognition may be drawn from the past. It is up to the RPL Assessor to use his/her professional judgment (based on Training Package

Assessment Criteria in general and each Unit of Competency in particular) whether the evidence produced demonstrates current knowledge, skills and attitude required in the Training Package and Units of Competency.

Evidence may include but not limited to:

- interview/professional conversation
- observation and questioning including workplace visits
- portfolio of work, which may include completed assessment items from previous study
- supplementary assessment tasks or challenge test (oral, written or practical)
- authentication of evidence by supervisor or employer
- The assessor must ensure that the evidence is authentic, valid, reliable, current and sufficient.

The application will need to be submitted at the Campus Reception who will forward the application to the Operations Manager

The Operations Manager will assign a Training Officer or Course Coordinator who will assess the completed RPL application and the student will be advised of the decision accordingly. Further information or an interview with the student may be required before evaluation of the application is completed.

The completed RPL Assessment Form must be signed by the student and the Training Officer.

Granting of RPL must be recorded as an outcome in the student file using the RPL - Record of Results and signed by Operations Manager.

The Operations Manager/Course Coordinator will inform the Admissions Staff/Student Support Officer about the outcome of the RPL application.

RPL application documentation, assessment processes and outcomes are placed in the student's academic file.

After RPL is granted a student's course schedule must be reviewed and modified to ensure a full-time load and details of this placed in the student's administration file. If the RPL outcome leads to a shortening of the student's course:

- a. if the course credit/RPL is granted before the student visa grant, the **YES College** Student Support Officer will indicate the actual reduced course duration (as reduced by course credit) in the confirmation of enrolment issued for that student for that course, or
- b. if the course credit/RPL is granted will affect the duration of the course, the **YES College** Student Support Officer will record a change of course duration on PRISMS. This will result in the creation of a new CoE (with revised end date) and the cancellation of the original CoE.
- c. if the course credit/RPL granted will not affect the duration of the course, the Student Support Officer will record the course credit in the student's file but does not need to take any other action.
- d. if the course credit/RPL granted will affect the duration of the course, the Student Support Officer will record a change of course duration on PRISMS. To do this, the Student Support Officer uses the Student Course Variation function, and indicates that the student has requested a change to the existing enrolment.

The Student Support Officer then chooses 'transfer student into same course' and then changes the end date of the course. This process will result in the creation of a new CoE (with the revised end date) and the cancellation of the original CoE.

Unsuccessful applicants have a right to formally appeal the RPL assessment, through the Complaints and Appeals Policy and Procedure.

59.0 SHOPS

Most shops are open from 9.00am - 5.30pm on Monday to Wednesday, and from 9.00am - 9.00pm Thursday or Friday (late night shopping), from 9.00am - 5.00pm on Saturday and Sunday (in most large shopping complexes). Milk bars are usually open late and you can buy most foods here. They are expensive though! Most pubs are open from 10.00am - 12.00am.

60.0 SMOKING

The College is a non-smoking environment and therefore smoking is not permitted anywhere in the building including corridors, classrooms, lifts, stairwells, ground floor foyer, or the front steps of the building.

Do you want to QUIT smoking and need help? Contact the QUIT Line – Phone 13 78 48, or visit www.quit.org.au.

61.0 STUDENT COMMON ROOM

A student common room (breakout area) is available for eating and preparing lunches and snacks at all campuses. The common room is a great place to meet other students and there are facilities for storing and heating food. Keep up to date with the latest events by regularly checking the notice board in this area

62.0 STUDENT ID CARDS

Once you have enrolled, you are entitled to receive your student ID Card. Your ID Card establishes you as part of the College and allows you certain rights and obligations. You will find your card useful in obtaining student concessions and discount rates for the purchase of textbooks, conference and seminar attendance, the cinema and other entertainment events and venues.

ID Cards will be issued during the first week of class. See Reception for Details.

Please Note International Students are not eligible for public transport concession.

63.0 STUDENT REPRESENTATIVE COUNCIL (SRC)

The SRC is a body elected by students to represent student interests, organise student events like charity days and student formals. Positions on the SRC are available each semester and all enquiries should be directed to the Student Services Officer.

64.0 STUDENT SERVICES

YES College is committed to providing all students with quality student support services throughout their enrolment and adhering to the principles of access and equity for all its students. YES College offers a range of support services to students to assist them with:

- a) Achieving their learning goals
- b) Achieving satisfactory academic and attendance progress towards meeting the learning outcomes of their enrolment
- c) Adjusting to study and life in Australia
- d) Any welfare issues that may arise throughout their enrolment
- e) Their individual, training, assessment and service needs
- f) Any enquiries they may have with regards to their enrolment and progress

Overview of YES College's Student Support Services

On Arrival	During Study	Post Graduation
<ul style="list-style-type: none"> • Airport pickup* • Accommodation Assistance* • Admissions • Overseas student health cover assistance • Bank account assistance • Orientation 	<ul style="list-style-type: none"> • Timetabling • Student workbooks* • Education counseling (Course Progress, Attendance) • Welfare counseling • Career counseling • English language support* • Cultural adjustment • Recognition of Prior Learning* • Internet access and Student Computer Lab • Extra-curricular activities* • Student ID Cards* • Document Access • Tax file number assistance • Job finding and resume assistance • Complaints and Appeals • Student Deferment, Suspension and Cancellation • Certificate and Statement of Results (SOR) Issue 	<ul style="list-style-type: none"> • Certificate copies* • Transcript copies* • Re-enrolment*

** Indicates that fees are involved. Please contact us for further information*

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To find out more information about particular student services, see the relevant section in this student handbook, or speak to the relevant staff member directly by viewing The QUICK GUIDE – WHO CAN HELP ME section.

65.0 STUDENT WELFARE

The Student Welfare Officer is available for confidential assistance in any of the following areas.

- Counselling – general or personal, emergency assistance, support and referrals
- Cultural Adjustment
- Student Accommodation
- Study Assistance

Feel free to drop in to see the Student Welfare Officer between Monday to Friday.

For after hour emergencies, please contact:

Gagandeep Kaur (Operations Manager)
Phone: +61 2 9635 0652
Email: operations@yescollege.com.au

66.0 STUDENT WORKBOOKS (MANDATORY)

As part of a condition of your enrolment, you must ensure you have access to the mandatory Student Workbook for each unit of competency. The mandatory Student Workbook is available via Moodle and can also be borrowed at Reception. The cost to borrow a book is \$50 (refundable) per book. You must ensure to return the book in the same condition you borrowed it.

67.0 STUDENTS WITH SPECIAL NEEDS

In line with our Access and Equity practices, students with special needs are offered the same opportunities as any other candidate. Our training and assessment programs will

take special needs into consideration from the planning stage onwards and adopt flexible learning and assessment methods as appropriate.

As special needs extend to more than identified physical or learning difficulties, Training Officers will need to consider the best approach when dealing with candidates with needs such as low literacy, lack of confidence or a non-English speaking background.

This is especially so in relation to assessment because one fundamental principle of an assessment system is that each candidate must have access to fair and open assessment. Depending on any specification given in the standards, the assessor may be able to accept alternative evidence from a candidate with special needs.

If there is uncertainty, the assessor will call on other assessors or a verifier for assistance and guidance, as required. In such a case, the situation must be fully documented, with appropriate feedback being provided to the candidate at all stages.

Flexible Learning Strategies and Assessment Procedures

Flexible learning and assessment procedures form part of our learning and assessment strategies and are integral to the concept of competency-based training. We customise our training and assessments to meet your specific needs.

If you have are having difficult achieving competency in any module please discuss the matter with your Training Officer and where possible alternative learning/assessment strategies will be provided to you.

68.0 SUGGESTIONS AND FEEDBACK

Feedback questionnaires are distributed once a term, all students have the opportunity to complete this questionnaire and have their say. All information in this document is private and confidential.

Feedback can also be emailed on operations@yescollege.com.au

69.0 TIMETABLES

YES College runs its courses over various shifts depending on class availability. Each shift is delivered over 20 hours per week.

Timetables are subject to change each Term at the discretion of the College and are posted as soon as possible and practical and/or at least 2 weeks prior to the commencement of each term. New starters will receive their timetable at orientation. To obtain your current timetable or to request a change of timetable please email info@yescollege.com.au or speak to Reception.

70.0 TRANSFER BETWEEN PROVIDERS POLICY

Purpose:

International students who are currently enrolled with another Provider in Australia and are requesting to enrol to another Provider are generally categorised as 'Transfer Students'. For this purpose, these students need to be released by their current Provider by means of providing a 'Release letter' unless the student has finished six (6) months in their Principal Course of Study.

This policy ensures that **YES College** does not enrol any transferring international student prior to the completion of 6 months of their principal course unless that student has a valid letter of release agreeing to such a transfer.

Policy Statement:

The **YES College** will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the completion of six months of their principal course of study except where:

- a. The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
- b. The original registered provider has provided a written letter of release;
- c. The original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course; or
- d. Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

After completing six calendar months of the principal course, an overseas student can transfer without needing to meet one of these conditions.

All applications from current **YES College** students to transfer provider will be assessed in a timely manner and as per the procedure outlined below.

Scope:

This policy applies to:

- International students enrolled at **YES College**
- **YES College** Marketing, Admissions, Academic, Student Services and Administrative staff.

All staff are made aware of the requirements of this policy through regular meetings, Staff induction, staff updates and continuous improvement practices. Students are made aware of the transfer requirements through Student Handbook, during the enrolment and orientation processes and also throughout the course.

Definitions:

- **Incoming student:** Any student who is currently enrolled with another education provider and is willing to transfer their studies at **YES College**.
- **Outgoing students:** Any student who is currently studying with **YES College** and is willing to transfer his/her studies from **YES College** to another provider.

The following procedures have been separated into 'Incoming students' and 'Outgoing students'

2. PROCEDURES:

2.1 Incoming students

The following procedure is relevant to any student who applies for a course within the **YES College** scope of registration and is currently studying on-shore with another registered provider.

For this procedure to be completed, the applicant must provide a copy of their Student Visa and COE number from previous provider to search for student's personal details into PRISMS. Once this information is obtained the following steps are taken:

- I. Operations Manager accesses the student personal details via PRISMS.
- II. Using the copies for COE / Offer letter from student's current education provider, Operations Manager will ascertain if the length of studies completed in their current principal course of study is greater than 6 months. They may also request

the copy of the student visa & the passport to ascertain student's arrival date to Australia.

- III. In completing this process a copy of the PRISMS record will be printed and will be attached to the student's application.
- IV. If they have completed more than 6 months of their principal course of study, the application process will be finalised as per **YES College's** policies.
- V. Where a student has **NOT** completed 6 months of their principal course of study, they will be advised to provide an appropriate letter of release from their current education provider unless any of the conditions (a-d) as listed under policy statement are applicable.
- VI. To support with the release letter application, student may be provided with a 'Conditional' Letter of Offer (Appendix A) which clearly states that an offer of a place is contingent on applicant obtaining a letter of release.

Note: Where a student is in receipt of a Government scholarship, he/she should provide written support from the government agreeing to the change which will stand in lieu of any letter of release.

- VII. If such a letter of release is received and the student has no outstanding fees to be paid to the prior institution or other outstanding matters of concern, the application will be finalised as per **YES College's** policies.
- VIII. If satisfactory letter of release is not obtained from such students, the application process will be halted and the student will be informed that they are unable to transfer at this time. They are welcome to re-activate their application when the six month period into the principal course of study is passed.

2.2 The National Code 2018 restricts the capacity of students to transfer to other providers prior to completing six months of their principal course. **YES 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 the study plan as detailed in their application.

Circumstances that are considered detrimental to a student's study plan could be but are not limited to:

- Change in Study Plan
- Transfer to a lower level of studies
- Increased tuition costs, particularly in cases where deposits paid in advance to **YES College** are non-refundable

- Increased duration of studies in Australia
- Insufficient preparation for further studies
- Qualifications not recognised by Higher Education Providers as satisfying their entry requirements
- Level of support services at new provider are not equivalent to **YES College's** support services
- Transfer would jeopardise student's progression through a package of courses
- Within 6 months of a course beginning students may experience homesickness and transfer to another registered provider is not likely to overcome this problem
- Where **YES College** is of the view that the student is avoiding being reported to Department of Education and Training and Department of Home Affairs (DHA)

via PRISMS as a result of failure to meet academic progress requirements

Any requests that are received in relation to a student wishing to transfer education providers shall be the responsibility of the Operations Manager. The Operations Manager shall assess the applications to transfer education providers and conclude an outcome based on the following procedure.

YES College will approve a Release request when the transfer is in the student's best interests if:

1. A course is academically unsuitable for a student, e.g. where a student is better suited to a different learning environment or the course does not meet his or her educational or developmental needs or the student is unable to achieve satisfactory course progress at the level they are studying;
2. The course as outlined in the written agreement has not been delivered;
3. The student provides evidence that his or her reasonable expectations about the course are not being met;
4. The student provides evidence of being misled by YES College or YES College education or migration agent regarding the provider or the course and the course is therefore unsuitable;
5. An appeal on another matter results in a recommendation or decision to release the student; or
6. Compassionate or compelling reasons for the transfer exist.

As required by ESOS National Code 2018, Standard 7, before the Release approval is given:

1. The student must present a valid letter of offer of enrolment with the receiving provider; and

2. If the student is under the age of 18, written evidence is required that:
 - The student's parent or legal guardian supports the transfer; and
 - The receiving provider must confirm it accepts responsibility for approving a student's accommodation, support and general welfare.

Refusal of release approval

In accordance with ESOS Act and National Code 2018, YES College will refuse Release approval and inform the student in writing of the reasons for the refusal when the transfer does not satisfy the student's best interests as set out in this policy.

In addition, grounds for refusal also include when:

- A student has unpaid course fees for the current study period;
- A transfer would jeopardize a student's progress through a package of courses; or
- A student requires or has access to particular support services that will not be delivered by the receiving provider or accessible by the student following the transfer.

The YES College will assess and respond to the application within 10 working days. For students refused a Release, they will be advised of their right to appeal the refusal in accordance with the YES College Student Complaints and Grievance Procedures within 20 working days.

2.3 Outgoing students

The following procedure is relevant to those students wishing to transfer to another education provider prior to completing six (6) months of their principal course of study at **YES College**.

- I. Students may send a written request (e-mail is satisfactory) to CEO / Operations Manager indicating their wish of transferring the course to another provider along with the detailed reasons.
- II. Release letter shall be issued only in situations as listed below:
 - **YES College** has cancelled/ceased to offer your program (letter from **YES College** supplied)
 - Government sponsor considers the change to be in your best interest, if you are a sponsored student (written confirmation from sponsor required)
 - Exceptional circumstances (documentation required to support circumstances and a letter of offer from another provider is required)

- III. The student is required to provide a valid 'offer of enrolment' from the new provider authenticating the transfer and the student is able to provide a letter indicating the benefits of transferring from their current course of study.
- IV. In assessing the application to transfer, administration will check the following points:
- Ensure any outstanding fees are paid
 - Ensure the student is fully aware of all issues relating the transferring of providers
 - Check student records to ensure the student is not trying to avoid being reported to Department of Education and Training and Department of Home Affairs (DHA) via PRISMS due to the breach in course progress requirements.
- V. Once the above points have been addressed by the Administration officer, a 'Letter of Release' (Appendix B) will be granted at no charge to the student. The student will also be advised of the need to contact DHA and obtain a new visa if the course they transfer to is not a Higher Education / VET course. Any relating issues will be reported to the CEO / Operations Manager.
- VI. Operations Manager must report the student's termination of studies via PRISMS

Note:

- All requests, considerations, decisions and copies of letters of release shall be placed on student's file
- The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by the **YES College's** refund policy independent of this policy.
- The letter of release will be issued at **no extra cost to the student.**
- Student will be advised that "Student need to contact the DHA offices to seek advice on whether a new Student visa is required.
- In the event of refusal to release the student, **YES College** will provide written reasons for refusal.
- Refusal of the release will be consistent with the **YES College's** policy and procedure as set out in point 2.2 of this procedure and the other requirements of the standards, especially Standard 7 of National Code 2018.
- **YES College** will inform the student of his or her right to appeal the **YES College's** decision in accordance with the **YES College's** complaints and appeals policy and procedure.

71.0 TRANSPORT

Sydney

It's easy to travel on Sydney's extensive transport Network. To travel in Sydney, the Blue Mountains, Central Coast, Hunter, Illawarra and Southern Highlands, all you need is an opal card. Opal cards are smartcard tickets that you keep, reload and reuse to pay for travel on public transport. Simply add value to your Opal card at participating news agencies, shopping outlets or online, then tap on and tap off to pay your fares on trains, buses, ferries and light rail – anywhere within the Opal network.

For more information, visit <https://transportnsw.info/tickets-opal/opal#/login>

Taxi Services

You may find it helpful to put the following taxi phone numbers in your mobile phone:

Australia Wide Taxis	13 10 08
Taxi Cabs Legion	13 14 51
Taxis Combined Services	13 33 00

72.0 UNIQUE STUDENT IDENTIFIER

From 1st January 2015, all students studying Nationally Recognised Training in Australia will be required to have a Unique Student Identifier (USI).

Your USI links to an online account that contains all your training records and results (transcripts) that you have completed from 1st January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life.

You can access your USI account online from your computer, tablet or smartphone anytime.

To register for a USI, follow the following steps:

Step 1) Get at least one form of ID from the list below ready

- Drivers Licence
- Medicare Card (this includes a current family Medicare card where your name is included)
- Australian Passport
- Visa (with Non-Australian Passport) for International Students
- Birth Certificate (Australian) *please note a Birth Certificate Extract is not sufficient
- Certificate of Registration by Descent
- Citizenship Certificate
- ImmiCard

IMPORTANT: The details you enter when you create your USI must match exactly with those shown on the form if ID used.

If you have no form of ID from the list above, please contact us.

Step 2) visit <https://www.usi.gov.au/students/get-a-usi>

Step 3) Agree to the terms and conditions

Step 4) Fill in your personal and contact details

Step 5) Enter the requested details as shown on your form of ID (see list above)

Step 6) Set your USI account password and questions for security

Step 7) Your USI will not be displayed on the screen

Step 8) You should write down your USI somewhere safe or enter it into your phone for safe keeping

Step 9) Your USI will also be sent to you by either your email, phone or by mailing address (which ever you choose as your preferred contact method when creating your USI)

Step 10) Be sure to bring your USI with you each time you enrol in VET

You must provide your USI to the College's Marketing and Admissions Officer by your Orientation date. If you require assistance with registering for your USI please contact the Student Services Team.

Please note that the College will not issue AQF certification documentation to an individual without being in receipt of a verified Student Identifier for that individual, unless an exemption applies under the Student Identifiers Act 2014. Where an exemption applies, the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET Transcripts prepared by the Registrar.

73.0 VISAS AND IMMIGRATION

It is the student's obligation to be aware and abide by their student visa conditions. Student may gain advice from the immigration website at <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>

Or visit

Department of Home Affairs OFFICES IN SYDNEY

PARRAMATTA

101 George Street

Parramatta NSW 2150

Phone: 13 18 81

Students who require documentation from YES College for appointments at immigration should contact Student Services with their request at least 2 weeks prior to their appointment in order for documents to be processed in time. See the Document Access section of this Student Handbook for more information.

Migration advice is not given by YES College staff we recommend you seek professional advice from a Migration lawyer.

74.0 WELFARE COUNSELLING

During your study you may encounter personal problems that may end up affecting your enrolment. This can include the stress of being away from family and friends, difficulty in finding suitable accommodation, difficulty with work, personal Issues at home, financial Issues e.t.c. Our Student Services Team is here to assist you as needed. If you are experiencing stress or difficult issues, please let our Student Services Team know about it. Conversations will remain confidential if you wish. To contact our Student Services Team, visit us between Monday to Friday, 9:00am – 5:00pm. For after-hours emergencies, please contact our Operations Manager.

75.0 WORK, HEALTH AND SAFETY

YES College understands and accepts its legal responsibility for safety, occupational health, welfare and rehabilitation. In fulfilling this responsibility the organisation and its management has a duty to provide and maintain an environment that is safe for employees, students, contractors and visitors.

Work Health & Safety Planning

Risk of injury will be reduced by job design, equipment design and work practices. Our campus, facilities and equipment will be maintained in a safe working order.

Work Health & Safety Methods

A representative Work Health & Safety Committee will operate on behalf of the organisation and assist with the management of this policy. All staff is required to complete a safety induction. Work sites are monitored, hazards eliminated or isolated to minimise risk of injury. YES College employees will be trained so they are competent to perform their duties with minimum risk to themselves, fellow employees, contractors or students. Employees, contractors and students are not expected to conduct work or place themselves in situations which they reasonably consider to be unsafe.

Work Health & Safety Systems

Work Health & Safety Representatives shall provide specialist consultative advice to assist YES College employees at all levels to meet their responsibilities. If personal protective equipment and clothing is supplied, it must be used when required. Auditing of processes, equipment and the workplaces will be conducted to minimise risk on an on-going basis. Work Health & Safety performance for each department will be reviewed on a regular basis by the management group and form part of the performance management process. Where

necessary, rehabilitation programs will be developed to assist people who have suffered injuries to return to their normal duties as soon as practicable.

76.0 WORKING IN AUSTRALIA

Student visa holders can work 40 hours per fortnight once their course has started and during any period in which their course is in session. They are able to work unrestricted hours during any scheduled course break. A fortnight means a period of 14 days beginning on any Monday and ending on the second following Sunday.

Do not work longer than the permitted hours as Immigration will conduct checks to ensure you are not breaching your Visa conditions. In addition, whoever employs you for that period has a responsibility under our Immigration laws and can be charged with serious offences should you work over your permitted hours.

Check with your Training Officer or the Student Services Officer at the College if you are unsure.

77.0 STUDENT HANDBOOK ACKNOWLEDGEMENT DECLARATION

I _____ confirm that I have received, read, understood and agree to the contents of this Student Handbook prior to enrolling in my course at YES College.

Student Name

Student Signature

Date

REMINDER

The information contained in this Student Handbook is vital for your ongoing study at YES College so please read it carefully.

You must notify us of changes in your address within 7 days of the change occurring. You should also notify us of any personal situation or problem you have that may impact your academic progress in your course enrolment as soon as possible.