

**Lifetime International
Training College**



Student Handbook

2018

Induction Booklet

RTO NO: 5877

QLD CRICOS Provider No: 02762G

- **Campus 1: Suite 30505, Level 5, Tower 3,
9 Lawson Street, Southport, Qld 4215
Phone: +617 5528 5382**
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Greenslopes Qld 4120
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LIFETIME INTERNATIONAL TRAINING COLLEGE LOCATION

Lifetime International Training College is based at Suite 30505, Level 5, Tower 3, 'Southport Central' (complex) within Southport, Gold Coast, Australia. Southport is the central business district situated in the centre of Gold Coast. It is a ten minute drive to Surfers Paradise, one of the most popular tourist destinations in Southern Queensland. It is the primary shopping, entertainment and nightlife precinct of the Gold Coast. There are also many restaurants and stores within the Southport Central complex itself for students to enjoy.

OVERVIEW OF COURSES

Our College offers the Courses on our Scope of Registration:

Courses available to International Students:

<http://cricos.education.gov.au/Institution/InstitutionDetails.aspx?ProviderCode=02762G>

Complete scope for Domestic & International Students:

<http://training.gov.au/Organisation/Details/5877>

PREMISES AND FACILITIES

The College head office address is Suite 30505, Level 5, Tower 3, Southport Central, 9 Lawson Street, Southport, Qld 4215. Our second campus location is: Level 2, 478 Logan Road, Greenslopes, QLD 4120.

Both campuses are well serviced by buses, trains and trams. There are bus stops directly in front of the Brisbane campus and tram stops directly in front of the Gold Coast campus. This allows students to enjoy convenient transport facilities, nearby shopping centres, and restaurants. The strategic location also enables the college to keep in connection with the changing hospitality and tourism industry.

Our training facilities includes the following: software packages available include Windows 8, Microsoft Office 2013. Office equipment includes printers, scanner, photocopier (available to staff and students), overhead projectors, digital projector, video and television. All students have free access to internet facilities for academic work. Stones Corner's Brisbane City Council Library is also located within a few minutes walk to the College and can be accessed by all students.

GUIDE TO GOLD COAST & BRISBANE

Brisbane, the capital city of Queensland, is midway up the east coast of Australia. The Gold Coast to the south and the Sunshine Coast to the north are within 1 hour drive, and domestic and international airports are within 30 minutes drive, making both Gold Coast and Brisbane ideal locations for study and leisure. These two cities operate on Eastern Standard Time which is 10 hours ahead of GMT all year round -summertime or Daylight Saving is not practiced in Queensland (it is a SUNSHINE STATE).

For further information about life in Brisbane City or Gold Coast, feel free to contact the college or visit the following links:

- Lifetime Website www.lifetime.qld.edu.au
- Brisbane City Council website: www.brisbanecitylife.com.au
- Visit Brisbane: <http://www.visitbrisbane.com.au/>

- Study Queensland Website: <http://www.studyqueensland.qld.edu.au/explore-queensland/living-on-the-gold-coast/>
- Visit Gold Coast: <http://www.visitgoldcoast.com/>

LEGISLATION AND EDUCATIONAL FRAMEWORK

Lifetime International Training College is classified under the following legislation and educational frameworks:

- Education Services for Overseas Students - ESOS Act
- National Code of Practice 2007
- Australian Quality Framework – AQF standards 2013
- Anti-Discrimination Act
- Occupational Health and Safety Act
- National Vocational Education and Training Regulator Act 2015
- Lifetime International Training College Policies and Procedures
- TPS

The Educational Services for Overseas Students (ESOS) framework

The key aim of the ESOS Act is to maintain the integrity of the student visa program, and establish the validity of students travelling to study in Australia and ensure that they do not breach their visa conditions.

The ESOS framework governs the education and training sectors' provision of services to overseas students:

- the Educational Services for Overseas Students Act 2000 (the ESOS Act)
- the ESOS Act 2000 Regulations
- the Educational Services for Overseas Students Act (Registration Charges) 1997 (the ESOS Charges Act)
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (the National Code).
- The ESOS Act and the ESOS regulations establish guidelines overseeing:
 1. Provider registration guidelines regarding provider registration
 2. Registered provider obligations
 3. ESOS Assurance Fund operations framework
 4. ESOS legislative framework enforcement
 5. Establishment of the National Code.

NOTE: Faculties should have copies of all these documents for reference, or you can visit the websites -> <https://aei.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx> or http://studyinaustralia.gov.au/Sia/en/WhatToStudy/Vocation/ESOSFramework_pdf

Breaches of these requirements can result in financial penalties, and suspension or cancellation of registration to enrol overseas students.

Student visa program

A key aim of the ESOS framework is maintaining the integrity of the student visa program. In conjunction with the Migration Act (1958), it establishes the bona fides of students travelling to study in Australia, and ensures such students do not breach their visa conditions.

Colleges must be aware of their obligations under the Migration Act, and the visa conditions imposed on their students. For more information, review the DIBP website at <http://www.immi.gov.au> and the information provided for Colleges and other providers of education for overseas students

Australian Skills Quality Authority

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector.

ASQA regulates courses and training providers to ensure nationally approved quality standards are met. ASQA's functions include:

- registering training providers as 'registered training organisations' (RTOs)
- registering organisations as CRICOS providers—providers that can enrol international students
- accrediting vocational education and training (VET) courses
- ensuring that organisations comply with the conditions and standards for registration, including by carrying out compliance audits.

State and territory legislation

Colleges wishing to provide education services to overseas students must comply with all the relevant Commonwealth and state or territory legislation.

Colleges must also be aware of relevant domestic quality assurance frameworks and registration processes. State and territory legislation regarding child protection, consumer protection and privacy are also relevant.

The National Code of Practice (2007) is a set of Standards with legal force which applies to all educational institutions that enroll overseas students. It contains four (4) parts:

1. Educational Framework
2. Government roles & responsibilities
3. Registration on CRICOS
4. Standards for Registered providers

It clearly states a Registered Provider's responsibilities:

Registered Providers take all reasonable measures to use education agents that have an appropriate knowledge and understanding of the Australian International Education industry, and do not use Agents who are dishonest or lack integrity.

National Code Part B deals with the cooperative regulatory model in place between the Australian government and state and territory governments for the administration of the ESOS Act.

Anti-Discrimination Act

The purpose of the Act is to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including:

1. Work
2. Education
3. Accommodation

Workplace Health and Safety Act

The objective of the OHS Act is to prevent a person's death, injury or illness being caused by a workplace, by a relevant workplace area, by work activities, or by plant or substances for use at a relevant place.

National Vocational Education and Training Regulator Act 2011

What is a registered training organisation (RTO)?

Registered training organisations (RTOs) are those training providers registered by ASQA (or, in some cases, a state regulator) to deliver VET services.

RTOs are recognised as providers of quality-assured and nationally recognised training and qualifications.

There are approximately 5000 RTOs in Australia. A complete list of RTOs is maintained at www.training.gov.au, which is the authoritative national register of the VET sector in Australia.

Why study at Lifetime International Training College?

Lifetime International Training College can:

- deliver nationally recognised courses and accredited AQF VET qualifications
- apply for Australian, state and territory funding to deliver vocational education and training

Lifetime International Training College can offer qualifications at the following levels:

- Certificates III and IV
- Diploma
- Advanced Diploma
- Graduate Diploma
-

Being registered by ASQA means an RTO must act in your best interests and meet the Standards for NVR Registered Training Organisations.

Which RTOs are regulated by ASQA?

ASQA is, at present, responsible for regulating RTOs, as responsibility for VET regulation in Australia is transferring to ASQA in a phased process.

Functions of ASQA (Australian Skills Quality Authority)

ASQA's functions include:

- registering training providers as 'registered training organisations' (RTOs)
- registering organisations as CRICOS providers – providers that can enrol international students
- Accrediting vocational education and training (VET) courses
- ensuring that organisations comply with the conditions and standards for registration, including by carrying out compliance audits

ASQA may also collect, analyse and publish information on the VET sector and VET providers.

Lifetime International Training College obligations

As a registered training organisation (RTO), Lifetime International Training College must ensure it delivers quality training and assessment for individual students, industry and the vocational education and training (VET) sector.

A significant and ongoing commitment is required to operate an RTO. The chief executive signs a declaration under the **Statutory Declarations Act 1959** stating the following:

I, the Chief Executive of Lifetime International Training College declare that I

- accept responsibility for ensuring the organisation complies with the **VET Quality Framework** and all other applicable conditions of registration; and
- will ensure the organisation cooperates with ASQA in all audit and monitoring activities.

Standards for NVR Registered Training Organisations

An essential mechanism for the regulation of vocational education and training (VET) is the national standards against which applicants/RTOs are assessed. Prior to the establishment of the national VET regulator, ASQA, the standards that applied to an RTO's or applicant's registration were found within the VET Quality Framework.

New Standards

The Standards for National VET Regulator (NVR) Registered Training Organisations 2015 replace the former AQTF standards for relevant applicants/RTOs.

The **Standards for NVR Registered Training Organisations 2015** will be used by ASQA as an instrument in protecting the interests of all students undertaking vocational education and training in Australia.

The **Standards for NVR Registered Training Organisations 2015** are now the standards guiding nationally consistent, high-quality training and assessment services in the vocational education and training system.

As of 1 July 2011, the new National Skills Standards Council (NSSC) is responsible for providing advice to the Standing Council for Tertiary Education, Skills and Employment (SCOTESE), which is one of a number of Standing Councils that report to the Council of Australian Governments (COAG).

SCOTESE is the successor of the Ministerial Council for Tertiary Education and Employment (MCTEE). The NSSC provides advice on national standards for quality assurance, performance monitoring, reporting, risk, audit review and renewal of providers' accreditation status, and accreditation of VET qualifications. (The NSSC will undertake many of the functions formerly carried out by the National Quality Council, which was dissolved on 30 June 2011.)

The standards put forward by the NSSC have been implemented by ASQA.

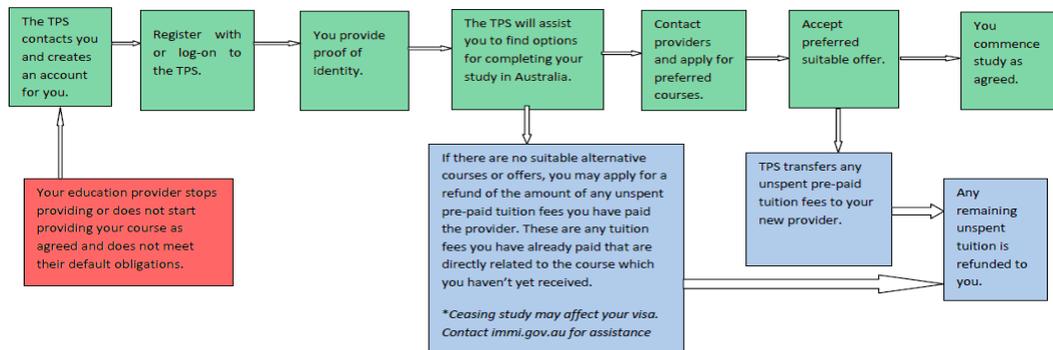
These **Standards for NVR Registered Training Organisations 2015** are a separate legislative instrument, made by the Minister for Tertiary Education, Skills, Jobs and Workplace Relations under subsection 185(1) of the National Vocational Education and Training Regulator Act 2015.

Tuition Protection Service (TPS)

- Australia has a well established international education sector with over 1200 education providers delivering a high quality education to international students. For many years now Australia has been a world leader in protecting the tuition fees of international students studying in Australia on a student visa. The Education Services for Overseas Students (ESOS) Act strengthens protections for international students through the Tuition Protection Service (TPS)
- The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:
 - complete their studies in another course or with another education provider or
 - receive a refund of their unspent tuition fees.
 - In the unlikely event your education provider is unable to deliver a course you have paid for and does not meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called

a provider's 'default obligations'), the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

The TPS overview – how does it work for international students?



Note: The above flow diagram is for guidance purposes only. To the extent that the diagram is inconsistent with the *Education Services for Overseas Students Act (the ESOS Act) 2000* the ESOS Act prevails. Providers should not rely on this diagram alone and must read the requirements in the ESOS Act.

For more information please visit <https://tps.gov.au/Information/Students/How/>

DEFERRING, SUSPENDING OR CANCELLING YOUR ENROLMENT (NC 13)

For the purposes of this standard 13 of the National Code, deferment or suspension of studies means to temporarily put studies on hold. Deferment refers to delaying the commencement of studies while suspension refers to a suspension once studies have commenced. While deferment is generally at the student's request, suspension can be either requested by the student or provider initiated.

Requirements

Lifetime International Training College has in place documented procedures for assessing, approving and recording a deferment of the commencement of study or suspension of study for the student, including keeping documentary evidence on the student's file of the assessment of the application.

The College can only defer or temporarily suspend the enrolment of the student on the grounds of:

- compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes) -misbehaviour by the student.

The College will:

- inform the student that deferring, suspending or cancelling his or her enrolment may affect his or her student visa
- notify DIBP via PRISMS as required under section 19 of the ESOS Act where the student's enrolment is deferred, temporarily suspended or cancelled.

The College will inform the student of its intention to suspend or cancel the student's enrolment where the suspension or cancellation is not initiated by the student and notify the student that he or she has 20 working days to access the College's internal complaints and appeals process.

- If the student accesses the College's internal complaints and appeals process, suspension or cancellation of the student's enrolment under this standard cannot take effect until the

internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.

COLLEGE HOURS AND STUDENT ATTENDANCE

The college is open from 8.30am to 5pm Monday to Friday. Timetables offer 20 hours per week of supervised face to face instruction for all VOCATIONAL education and training courses. **Students on student visas issued through the college CoE's are required by law to maintain at least 80% attendance**, however the College expects students to attend 20 hours per week and uphold 100% attendance. Attendance at less than 80% of your course, regardless of the reason (including short term illness) for absence will result in unsatisfactory attendance. Students will receive warnings and an opportunity to improve their attendance. If no improvement is made, students risk being reported to the Department of Immigration and Border Protection.

Individual unit attendance also requires a minimum of 80% attendance. Attendance at less than 80% for each unit of study may result in the student being unable to sit for their unit exam.

Students who are studying part of their course online are still required to maintain 80% attendance. This will be monitored through your trainer requiring you to complete your online study on campus, or by setting due dates for your units. Failure to adhere to these rules will affect your overall attendance, and consequently your CoE.

If you are unable to attend your scheduled class, you must notify the college administration staff as soon as possible by phone on (07) 3847 2080 or (07) 5528 5382. If you cannot get through please email admin@lifetime.qld.edu.au.

Students are responsible to sign in their class roll to avoid being marked absent. Your trainer will then sign the roll call at the end of the day to verify and confirm your attendance. The roll call will then be taken to the office for processing of attendance the next working day. If a student believes that their attendance is incorrect they must advise a staff member or their trainer to rectify.

Students signing in for other students is not accepted. Staff reserve the right to sight students' I.D. cards to verify the correct signature. Any student that is caught tampering or providing false information will be disciplined accordingly.

WISENET

Wise.net is a student portal in which all students have access to their own individual course information:

Such as:

- Personal Details
- Results
- Course Progression
- Attendance records
- Class timetables
- Student documents/correspondence

During your induction, you should receive an email from WiseNet advising your username (usually your email) and your password.

ARTICULATION

Our accredited Vocational courses are nationally recognized and therefore can be articulated into other vocational education and training courses and some Australian University courses. Upon successful completion of a Diploma course, students have a chance to apply for a degree course in an Australian University.

TEACHING STAFF

Our teaching staff are highly qualified. They have recognized teaching experience and expertise in both teaching and industry. All teachers are constantly encouraged to participate in Industry wide activities. Our Industry Membership are listed below:

- APET, VELG, STUDY GOLD COAST AND STUDY BRISBANE.

COURSE RECOGNITION

Lifetime International Training College is registered to provide full time programs to both domestic and International students. The College is registered by the Queensland Department of Education, Training and the Arts and also registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

All Certificate, Diploma, Advance Diploma and Graduate Diploma courses offered by the College are nationally recognised qualifications.

Certificates III and IV are the equivalent of trade certificates in various vocations. They also prepare students for both employment and further education and training.

Diploma and Graduate Courses aim to prepare students to use their skills and knowledge based on fundamental principles and complex techniques, and recognize the ability to show initiative and judgemental across a broad range of technical and management functions in the industry.

ONLINE STUDY

Students who study on campus at Lifetime International Training College are permitted to study no more than 25% of their course through online learning. Please note that this is through application only, depending on subject availability and suitability of your trainer's course structure.

QUALIFICATIONS ISSUED BY OTHER REGISTERED TRAINING ORGANISATIONS

The college will recognize and accept relevant AQF (Australian Qualification Framework) qualifications and Statement of Attainments issued by any other RTO (Registered Training Organisation).

COMPLAINTS/GRIEVANCE AND APPEALS

The College is committed to providing high quality education and vocational training to students. There are set Complaints/grievance Procedures for dealing with all complaints (academic and non-academic) and assessment appeals to ensure that all students are treated equally and fairly.

Standard 8 of the National Code requires providers to have an appropriate internal complaints handling and appeals process and arrangements for an external complaints and appeals process.

The Overseas Students Ombudsman (OSO) is the body that investigates complaints about problems that overseas students have with private education and training in Australia. The Ombudsman's services are free, independent and impartial.

The Overseas Students Ombudsman:

- investigates complaints about problems that overseas students have with private education and training in Australia
 - provides information about best practice complaints handling to help private education providers manage internal complaints effectively
 - considers, free of charge, external appeals under Standard 8 of the National Code of Practice for
- Please find more information on the OSO website (<http://www.oso.gov.au/>).

Please log in to WiseNet to view the Complaints Policy.

STAFF RESPONSIBILITIES FOR ACCESS & EQUITY

The College prohibits discrimination towards any individual or group including gender, race, nationality, ethnic or religious background, pregnancy, physical, intellectual or psychiatric disability, homosexuality (actual or presumed) and age.

The College's facilities and programs are designed to maximize access and participation for all students including the disadvantaged. When and where required, the College will use its influence to encourage Landlord or its agent to provide disabled access to properties rented by the College.

The College management will have the principal responsibility for all access and equity issues.

STUDENT'S ACCESS TO INDIVIDUAL RECORDS

An enrolled student or past student can have access to his/her records kept by the College within 14 days of making a formal written request to the College. Such request may include academic results and attendance details.

Students' academic results are available through College management.

ACADEMIC PERFORMANCE AND PROGRESSION

Students must maintain satisfactory course progress

Unsatisfactory course progress would equal 2 or more not yet competent results

or

Non-attendance for 2 or more competencies (subjects) in a single term.

Failure to submit assessment on time:

- Assessments that are submitted after the last day of that particular subject will not be accepted unless prior arrangement has been made with the trainer, or management
- Prior arrangement will only be agreed upon under compassionate or compelling circumstances or if the student is having difficulty academically.
- Prior arrangement means that you have notified either your trainer and/or management at least two days in advance and this arrangement has been approved.
- Under no circumstances will a student's employment/work be a suitable reason not to submit on time.

ADDITIONAL ASSESSMENT ATTEMPTS

Where any assessment item has been deemed unsatisfactory, students are granted 2 opportunities for reassessment. The student will also be provided with additional support, coaching or tutoring.

If the second reassessment is still unsatisfactory then the student will receive a Not Yet Competent (NYC) result on that particular unit.

Students who are deemed "Not Yet Competent" in a unit at the end of their study period will have ONE more attempt to achieve a Competent level. If they are deemed Not Yet Competent twice, they can apply to repeat the unit of study but will be required to pay for the cost of the unit.

Academic performance:

- All assessments are marked by their trainers.
- Submitting an assessment does not guarantee a competent result.
- **At any qualification level, students must complete all assessment tasks at a satisfactory level to be marked competent for that assessment.**
- Copied assessments will be marked with a result of NYC.
- Group work does not allow students to submit exact copies of other group members assessments.
- Any student who wishes to appeal their result may do so by completing the appeal form and submitting to reception.
- Students must protect the integrity of their own work. For eg. If two students submit copied work, both students will receive the result of NYC.
- It is recommended that students do not save their assessments to the college computers or onto any other persons USB.

It is expected that all students will participate in class activities. Any students that do not participate will not receive attendance for the period of non- participation.

Non-participation may include:

- Talking on the phone
- Leaving the room for an extended period of time
- Sleeping in the classroom
- Refusing to participate in a class/ group activity
- Refusing to follow directions from the trainer

RE-EVALUATION OF ASSESSMENT ITEM

If the student is dissatisfied with the result of an assessment item, they may submit a written application for re-evaluation of the assessment.

APPEALS AGAINST MARKS/GRADES AWARDED FOR ASSESSMENT

If a student disagrees with the result awarded, they should first apply for a re-evaluation. If they are still dissatisfied, they may lodge an appeal through the Lifetime International Training College appeals process.

STUDENT ARRIVAL

Students are met at the airport and transported to their accommodation venue by a College representative, should the airport pick up service be requested. The airport reception fee is A\$200 (please check this figure with the College at time of enquiry).

ORIENTATION

On the orientation day, students are provided with this Overseas Student Handbook, the College Policies and procedures which includes a summary of legislative regulations in Australia.

They will be provided with their Student ID Card and timetable on the day, and given a brief tour of the College.

They will also be given access to the student portal in WiseNet, which will provide access to their course and unit enrolments, and allow communication between them and the staff and trainers at Lifetime International Training College.

TRANSPORT: STUDENT CONCESSION FARES

TransLink is South East Queensland's public transport system which issues 'Go Cards'; an electronic ticket that lets you travel seamlessly on TransLink's network of bus, train, ferry and tram services, including Airtrain.

It is cheaper compared to the cost of a paper ticket; is easily topped up; offers great travel benefits and you can register your card to protect your travel balance if it is lost or stolen.

To travel using a Go Card, simply touch on the electronic machine at the beginning of your journey and touch off at the end. Your fare is automatically deducted from your card balance. You can transfer easily across bus, train, ferry and tram services by following the transfer rules.

APPLYING FOR CONCESSION FARES

Students residing studying with Lifetime for at least one full course; have received their student ID card from Lifetime; are studying internally for face-to-face classes and; are residing within Queensland are eligible to apply for concession fares.

APPLICATION PROCESS

You can apply for concession fares online at www.translink.com.au/tertiary or over the phone by calling TransLink on 13 12 30 anytime.

To apply simply:

1. Purchase a concession or adult Go Card (see TransLink website for where to purchase), enter your go card number (the last 16 digits on the back of your go card)

2. Enter your details. It is important that you enter your details correctly and they match information you have already provided to Lifetime. Incorrectly supplied information may delay the assessment of your application.
 - a. In the 'Organisation' field, in put 'Lifetime International Training College'.
 - b. The 'ID number' field refers to your individual student number which can be found on your ID Card i.e. 'LT-B0000'
3. Once you have entered and checked your details, read and agreed to the privacy statement, click the 'Continue' button.
4. You will then be asked to review your details before submitting your application.
5. Once you have reviewed your details and ensured they are correct, click the 'Submit' button.
6. You will then receive confirmation that your application has been submitted successfully.
7. Once submitted, your application will be sent to Lifetime to verify your eligibility for concession fares. If you are eligible, TransLink will notify you via SMS or email and concession fares will be activated on your go card the next time you travel. If you are not eligible, Translink will notify you via SMS or email with a reason why. If you believe you are eligible, you may need to check your details were correct by logging into your go card account or calling 13 12 30.

Remember to make sure you carry your student ID card with you at all times when you travel to avoid any fines.

COLLEGE-AGED DEPENDENTS

Please be advised that your College-aged dependents who accompany you to Australia will be required to pay full fees if they are enrolled in either a government or non-government College. Please contact the college for any assistance.

CRITICAL INCIDENTS

Any critical incidents occurring at Lifetime International Training College should be reported immediately to a staff member or trainer. All fire, police and ambulance emergencies can be reported by dialling 000, with the assistance of a trainer or staff member.

Your first aid officer will be identified in your induction, and is responsible for administering first aid to any individuals in need. Your fire warden will also be identified in your induction, and is responsible for ensuring the safest evacuation exits and that all occupants are directed to the evacuation assembly points. There are 2 evacuation assembly points, one at the front of campus and one at the back. You will be shown these areas as well as fire exits in your induction. If you need further information please ask the College fire warden or a staff member.

STUDENT CONTACT DETAILS

After you have started your course, you are required to advise the college of any change of your contact details (i.e. address in Australia and telephone number) within 7 days after you change your address. It is very important to maintain an accurate and current address with the College.

STUDENT COUNSELLING / WELFARE SERVICES/ STUDENT LIAISON OFFICER

Here at Lifetime International Training College, our professional and friendly staff members are committed to providing students with the highest possible quality of service in order to enrich their learning and living in Brisbane.

Any student wanting advice on personal or educational matters can find support on campus. Please contact reception or a staff member who will refer you to our student liaison officer who will be able to assist you with any concerns you may have, or refer you appropriately. Please note these interviews will be held in the strictest confidence. They are available by appointment only.

For academic counselling on campus, please speak with your trainer or the relevant department who can offer support based on their qualifications and experience in the area.

DISCIPLINE AT LIFETIME INTERNATIONAL TRAINING COLLEGE

Students are encouraged to be of good behaviour while attending the college. In view of this, a list of Do's and Don'ts has been prepared. These are:

DOs:

- Arrive promptly to all class sessions
- Participate in all class activities
- Speak English at all times
- Respect the culture of other nationalities
- Be well prepared for the class – ensure that you have pens, paper, uniform etc. with you.
- Follow the teacher's instructions and WHS requirements
- Ensure that you complete all given assignments
- Leave your classroom tidy
- Take care of college's properties and resources

DON'Ts:

- Leave mobile phone turned on during class, it disturbs other students (if you are waiting for an urgent call, you may leave your phone at reception and the receptionist will take a message for you)
- Don't Smoke in the College – you must go outside the building if you wish to smoke.
- Be disrespectful to your teachers OR any other staff.
- Argue with your teacher or any administration staff member.
- Disobey lawful authority

DISCIPLINARY ACTION

Trainers are empowered to take reasonable disciplinary actions against a student if any of the above incidents occur. **All students must abide by the College Policies and Procedures - any student failing to comply with these requirements will:**

- Receive 3 written warnings for the same behaviour
- If the same offence occurs after this, the student enrolment will be cancelled by the College.

For very serious offences such as very rude behaviour from students, insulting a staff member, physical abuse of a staff member OR disobeying authority, the following could occur:

1. Student could be suspended from class
2. Student could have his/her enrolment at the college cancelled.

Expulsion will apply to students who commit theft, should police investigations uphold the claim. Until then, they will be immediately suspended from attending classes. Expulsion will also apply to any serious act of misconduct, such as drugs, acts of hooliganism, deliberate disruptions to class environment, alcohol, or willful destruction of College property. Expulsion will also apply to serious personal or physical abuse to trainers, staff or other students while in the College premises.

The College provides protection for the welfare of all students and reserves the right to call the student's emergency contact/ guardian, to get them picked up, if necessary. The College will inform the student of its intention to suspend or cancel the student's enrolment where the suspension or cancellation is not initiated by the student.

In the event that a student is suspended or enrolment cancelled, the student would not be entitled to any refund of fees, however, Appeal process is available if the student chooses to access the opportunity.

A record would be maintained of all disciplinary actions taken by the college.

SUSPENSION DUE TO COMPELLING CIRCUMSTANCES

Deferments and/or suspending a course may be considered under the following circumstances:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes
- Bereavement of close family members such as parents, siblings, grandparents (death certificate must be provided)
- Major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on the students studies
- A traumatic experience, such as involvement in or witnessing of a serious accident or witnessing or being the victim of a serious crime, which has impacted on the student (these cases should be supported by a police or psychologists reports where possible)

SUSPENSION DUE TO ACADEMIC MISCONDUCT

All students are expected to maintain high standards of academic honesty and integrity. Academic misconduct is defined as attempts by students to cheat, plagiarise or otherwise act dishonestly in undertaking an assessment task, or assisting other students to do so. Students are considered guilty of cheating if they seek to gain advantage by unfair means such as copying another students' work, or in any way mislead a lecturer or tutor about their knowledge, ability, or the amount of original work they have done.

a) Student's responsibilities:

1 During Examinations

- a) Students must not help or receive assistance from other students
- b) Students must not request the loan of or lend materials or devices to other students
- c) Students must not bring any materials into the examination room other than those specified for that examination
- d) Students must not use computer software or other devices during an examination other than those specified.

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

- Unauthorised absence from class.
- failure to meet unit requirements, for example non-submission of assignments or failure to attend class or mid-semester tests.
- academic misconduct
- general misconduct (see below)

2 Other assessment tasks

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

b) Lifetime's responsibilities:

Procedural fairness

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

c) Penalties

1. Penalties imposed will take into account the nature and the extent of the misconduct
2. A student's second offence is penalised more severely than their first offence and a third offence will result in exclusion from Lifetime International Training College.
3. The following penalties may be imposed: a warning, a reduction in grades, receiving zero for an assessment event, failing the unit, exclusion from Lifetime.

Notification and appeal

1. Students must be notified in writing of penalties as a consequence of academic misconduct.
2. The grounds for appeal are:
 - a) Procedural irregularities, and/or
 - b) Factual errors on which the decision was based and which were of such magnitude as to invalidate the decision
3. Appeals must be lodged in writing with the Chief Executive Officer within 20 days of the date of the student being notified of the consequence.

General misconduct

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

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

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

The following examples indicate the kinds of behaviour which constitute student misconduct.

They are for illustrative purposes and are not intended to be exhaustive. Student misconduct may occur when a student:

- a) contravenes any rules or acts;
- b) prejudices the good name or reputation of Lifetime;
- c) prejudices the good order and governance of Lifetime or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of Lifetime;
- d) fails to comply with conditions agreed in the contract;
- e) wilfully disobeys or disregards any lawful order or direction;
- f) refuses to identify him or herself when lawfully asked to do so by an officer of Lifetime;
- g) fails to comply with any penalty imposed for breach of discipline;
- h) misbehaves in a class, meeting or other activity under the control or supervision of Lifetime, or on Lifetime premises or other premises to which the student has access as a student of Lifetime;
- i) obstructs any member of staff in the performance of their duties;
- j) acts dishonestly in relation to admission to Lifetime;
- k) knowingly makes any false or misleading representation about things that concern the student as a student of Lifetime or breaches any of Lifetime's rules;
- l) alters any documents or records;
- m) harasses or intimidates another student, a member of staff, a visitor to Lifetime, or any other person while the student is engaged in study or other activity as Lifetime's student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;
- n) breaches any confidence of Lifetime;
- o) misuses any facility in a manner which is illegal or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from Lifetime premises while acting as a Lifetime student, in a manner which is illegal or which is or will be detrimental to the rights or property of others;
- p) steals, destroys or damages a facility or property of Lifetime or for which Lifetime is responsible; or
- q) is guilty of any improper conduct.

Penalties for general misconduct

1. Penalties imposed will take into account the nature and the extent of the misconduct
2. A student's second offence is penalised more severely than their first offence and a third offence will result in exclusion from Lifetime.

If the student admits to the alleged misconduct, the Chief Executive Officer may impose one or both of the following:

- a charge for the cost of damage to facilities and equipment
- temporary exclusion from Lifetime.

The Chief Executive Officer may then impose the penalty of permanent exclusion from Lifetime in the case of physical or verbal abuse of students or staff of Lifetime, repeated or severe misconduct, or in the case of criminal acts.

Notification and appeal

1. Students must be notified in writing of penalties as a consequence of general misconduct
2. The grounds for appeal are:
 - procedural irregularities, and/or
 - factual errors on which the decision was based and which were of such magnitude as to invalidate the decision
 - Appeals must be lodged in writing with the Chief Executive Officer within 20 days of the date of the student being notified of the consequence. The process will commence within 10 working days from the date of receipt of the student's appeal.

TEACHING METHODS FOR ALL COURSES

Teaching methods in our courses include the following: face-to-face lectures, tutorials, self-paced learning, computer assisted learning and workplace learning (ONLY available to local students).

ASSESSMENT METHODS FOR ALL COURSES

Our assessments are competency based. These include written projects, written assessments and practical demonstrations. For more information on assessment policies and procedures, please contact the college.

PROMOTION AND MARKETING POLICY

Policy:

Lifetime International Training College will undertake all the promotion and marketing of its services in an ethical and responsible manner at all times. The College has upgraded all its policies to reflect the National Code of Practice 2007 and the AQF 2010 Agents' responsibilities have been clearly defined and penalties for breach of Agreement have been included in the Agreement.

Procedure:

In doing so the College will:

- Market courses within its Scope of Registration' with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. No false or misleading comparisons will be drawn with any other provider or course

- Not state or imply that courses other than those within the Scope of Registration are recognized by the Registering Authority.
- Be responsible under this code for the actions of our appointed agents in relation to the marketing of services
- Make every reasonable effort to ensure that at all times agents act in the best interests of the applicant and the college
- Encourage applicants who are dissatisfied with any agent to refer the matter to the college for investigation and possible action
- Agents found to engage in any misleading or misinterpretation of the College guidelines or providing false promises or engaged in any dishonest practices or misuse the PRISMS will have their Agreement promptly terminated
- All Agents agreement will be reviewed annually and updated with relevant information
- Comply with the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (The National Code 2007).

STUDENTS WISHING TO TRANSFER BETWEEN REGISTERED PROVIDERS

Students who wish to transfer from other registered providers will need to provide a release letter from that provider if they have yet to complete six months of their principal course of study. In turn, students wishing to withdraw from Lifetime International Training College will need to complete the Withdrawal and Application for Refund Form, as well as submitting documented evidence for the reasons of the request.

Students wishing to transfer to another RTO within the first six months of principal course of study commencement must demonstrate extenuating circumstances to achieve successful withdrawal. These include, but are not limited to:

- Medical reasons eg. recent hospital admission; serious injury; debilitating illness; severe anxiety or depression.
- Loss or bereavement eg. death of a close family member, or close friend; family or relationship breakdown.
- Hardship/trauma eg. recent victim of crime; sudden loss of income or employment; severe disruption to domestic arrangements.
- Educational progression problems that cannot be addressed by the provider's resources.

The College reserves the rights to refuse any such transfers under which it feels that the transfer may prove detrimental to the student's progress. The students will be informed of the reasons for which the request was refused.

Such transfer requests will be assessed within 28 working days it is lodged. Should the student disagree with the outcome, they may appeal via the (Complaints and appeals Form.)

For students wishing to transfer to the College, they may also apply for credit transfers exemptions by lodging the Credit Transfer Application Form, along with the necessary documents.

Students whose requests to transfer to another RTO are successful may also request for a release letter, transcripts of completed units and Certificates/ Statements of Attainment.

CREDIT TRANSFER PROCEDURE

- PURPOSE:** To establish and maintain a system for Credit Transfer application and assessment
- SCOPE:** This procedure applies to all students who wish to undertake a course or are enrolled in a course at this College
- RESPONSIBILITIES:** College CEO and Management
- REFERENCES:** Student Handbook
- RECORDS AND FORMS:** Credit
- ACTION:**
1. Any client who wishes to apply for credit transfer should read the College Policy on credit transfer, then complete the credit transfer application Form, providing the relevant information and evidence listed on the form
 2. The student then submits the form to the Administration Officer at the College.
 3. The Administration Officer records the application and passes it to the relevant staff member (trainer).
 4. The trainer assesses the application matching the evidence provided to the critical evidence required by each unit of competency. The trainer makes a decision and provides feedback to the client on the Credit Transfer form.
 5. The trainer records the results on the student file and on the electronic student results system. This is also recorded by the Administration Officer.
 6. If credit transfer is granted before the visa grant, Lifetime International Training College will indicate the actual net course duration (as reduced by credit transfer) in the COE issued for that student for that course.
 7. If the credit transfer is granted after the Visa grant, Lifetime International Training College will report the change of duration via PRISMS under s19 of the ESOS act 2000. In such cases Lifetime International Training College will remind the student that it is a condition of their visa that they be enrolled in full time study. Should the student finish his/ her course early, he/ she must enrol in another CRICOS – registered course or depart Australia immediately unless they have been given authorisation by DIBP to remain in Australia.
 8. If Lifetime International Training College grants an overseas student credit transfer that leads to a reduced Study load, Lifetime International Training College will not allow the student to study less than a full time load.
 9. Credit transfer documents provided by the student are stored appropriately

FEE POLICY

Policy Statement:

The requirement of the ESOS Act 2000 and National Code 2007 requires the providers to outline the necessary fee that a prospective student is required to pay towards his/her studies. The Fee Payment Policy is designed to give a comprehensive knowledge to the students on when and how much they are required to pay during their studies at Lifetime International Training College. This policy will be made available to students on College's Website.

Students are required to pay up to 50% of their tuition fees at the beginning of the course or in instalments via an instalment plan. (If approved for instalments see below for more details).

1. **When are my tuition fees due and when will Lifetime International Training College notify me of fees due?**

Students must pay tuition fees before the start of a new course. If not paid by the due date, fines up to

a maximum of \$100 will apply (see below for more details).

Your fee is due on the first day that your course commences in which you are enrolled. A payment plan will be issued to you via email dictating your exact due dates for your fees. Lifetime International Training College uses direct debit as its sole payment method for student fees. You will receive a direct debit form for your completion and your fees will be debited from your nominated bank account on the dates prescribed in your payment plan. If issues arise with the direct debit facility and payment is declined please contact the accounts team immediately to arrange an alternative method of payment.

2. Penalties for not paying fees:

If the scheduled payments fall in arrears, delivery of education and training will cease, until financial commitments can be met.

If the fee due is not paid by the due date, a First Warning letter will be issued allowing the student 14 days to contact the Administration Officer at Lifetime International Training College and to pay the dues with a late penalty of up to \$100 accumulating over 14 days.

If the student fails to comply with the terms set out in the First Warning letter issued, he/she will be issued with a Second Warning letter allowing him/her 14 days to contact the Accounts Office at Lifetime International Training College and to pay the dues with a late penalty of up to \$100 accumulating over 14 days.

If the student does not respond to the terms set out in the Second Warning letter, he/she will be issued with a "Notification of intention to cancel enrolment" letter informing the student that he/she may be reported to ASQA via PRISMS for Non-Payment of Fee and allowing him/her 20 working days to access the Lifetime International Training College internal appeal process (as outlined in Complaints and Appeal policy). More information on this can be downloaded from www.lifetime.qld.edu.au. If no Appeals are made within 20 working days set out in the ITR letter, the student will be reported to ASQA via PRISMS for Non-payment of Fees.

3. Paying fees in instalments:

If paying in instalments, what should I do?

All students wishing to opt for a payment plan should indicate at the time of enrolment and sign the payment plan with the Administration Officer.

How many instalments may I pay?

If you wish to pay in instalments, you must pay an **initial deposit** and the remainder can be paid in easy **instalments on a fortnightly basis**.

Payments are to be made as follows:

- a) Deposit – minimum deposit of 25% payable before the start of the semester.
- b) Instalments – to be paid every fortnight from the deposits due date.

Students must pay their entire fees **4 weeks** prior to the end date of the course while adhering to the payment plan. This only applies to those students whose application for payment by instalments has been approved.

Once your payment plan has been approved, you will receive a copy of the application for your personal record.

4. Receipts

Do I receive a receipt indicating how much I have paid?

Each time you pay your fees, you will receive a receipt indicating:

- Full payment or instalment; and
- Your name and Student I.D. Number

Please keep your receipts as evidence of payment/s made to Lifetime International Training College for future reference.

REFUND POLICY

Overseas Students

Lifetime has a fair and equitable refund policy and procedure that is compliant with AQF and ESOS requirements. This policy is provided to students prior to any contract being written, Agreement signed OR prior to any payment of the course.

Deposit

A deposit of 25 % of the total tuition cost of the course is payable to secure a place in a course at Lifetime.

Tuition fees are refunded in full if you are originally NOT a holder of a student visa (which includes student bridging visa) and your application for a student visa is rejected or **Lifetime** is unable to offer the course.

The term “Overseas Student” includes an intending overseas student

Definition

Tuition fees are defined as course fees for the entire duration of the program.

Refund Conditions

1. Refund Conditions

Lifetime International Training College charges an enrolment fee to cover all its administrative charges involved in the processing of applications.

Enrolment Fee of \$250	Non-Refundable
TUITION FEES	
Enrolment Fees of AUD \$250.00	No refund of Enrolment fee of AUD \$250.00 will be made
Visa refused prior to commencement (off-shore students)	Amount of refund is the amount of the course fees, minus the lesser of the following amounts:
College is unable to provide the course for which the original offer was made before commencement (Provider default)	Calculation as per Refund amount calculator# (Default period of Provider taken in count)
Residency status change from International to Permanent resident (Provide application along with proof of visa status changes with copies from passport)	Fee status will change from next study period (If status is changed after the start of any study period)
Airport pick-up	No refund
Home stay fees and accommodation booking fee	No refund
OSHC Refund Policy (Calculation of refund will be done as per the policy provider)	If Lifetime International Training College has organised the OSHC we will refund the OSHC directly to the student under following conditions: <ul style="list-style-type: none"> • Student request to cancel OSHC • Student Visa Rejected

	<ul style="list-style-type: none"> • Change of OSHC provider
REFUND CALCULATOR (ESOS CALCULATION OF REFUND SPECIFICATIONS 2016)	
Weekly Tuition Fees	Total tuition fees for the course/number of calendar days in the course 7
Weeks in default period	Number of calendar days from the default day to the end of the period to which the payment relates 7
Refund amount#	$\frac{\text{Weekly tuition fees} \times \text{Weeks in default period}}$

Lifetime International Training College reserves the right to withhold granting the Qualification or Statement of Attainment completed by the student, if student tuition fees remain outstanding.

1 Application for refund form

- If a student wishes to withdraw their enrolment, they are required to complete an Application for Withdrawal and Refund form and forward it to the Administration Officer. Your application will be processed within 14 working days of the application being received. The refund will be paid within 28 days of the day on which the course ceased being provided, if applicable.
- The application should arrive at Lifetime International Training College prior to course commencement (see Refund Conditions for details of expected refund amounts).
- If Lifetime International Training College defaults the student is covered by the provisions of the ESOS Act 2000 and the ESOS regulations 2001. Please note this before making payment to Lifetime International Training College.

2 Provider default

- In the unlikely event that Lifetime International Training College is unable to deliver your course in full, you will be offered a refund of all course money you have paid to date or alternately, Lifetime International Training College will offer you the opportunity of studying in an alternative course at no extra cost to you. Students may choose preferred option.
- If Lifetime International Training College is unable to offer the course, the refund will be processed within 14 working days. Students will be required to sign an agreement outlining preferred options co-signed by the Director.
- If Lifetime International Training College is unable to provide a refund or place you in an alternative course our Tuition Protection Service (TPS) will place you in a suitable alternative course at no extra cost to you.
- Finally, if you cannot be placed in a suitable alternative course, you will be eligible for a refund as calculated by the Secretary of Tuition Protection Service.

3 Student rights

- “This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.”

- Agreeing to the Refund policy does not remove the right of the student to take further action under Australia's consumer protection laws or to pursue other legal remedies. Please see Lifetime International Training College's Complaints /Appeals Policy on the website (www.lifetime.qld.edu.au)
- When giving a student a refund Lifetime International Training College will provide a written statement that explains how the amount has been worked out, as required in sub-regulation 3.19 of the ESOS Regulations.

4 Recipient of refund

- Lifetime International Training College will pay the refund to the person who enters into the contract with the College, unless the person gives a written direction to Lifetime International Training College to pay the refund to someone else – (The legislation does not allow the refund to be paid to an agent.)
- The refund will be paid in the same currency in which the fees were paid unless this is impractical.

5 Provision of refund information to students

- The refund policy will be given to students in their handbook prior to enrolment (signing of the International Enrolment Form) and made accessible on the Lifetime International Training College website. It will also be explained at induction and orientation so that it is clearly understood by overseas students.
- Course deferment, suspension of studies, or cancellation (Procedure for application for deferment is available in the student handbook).

6 Grounds for deferment /suspension / cancellation of enrolment

- Lifetime International Training College may grant deferral of commencement of studies or suspension of studies for students who request such a change to their enrolment status on the grounds of compassionate or compelling circumstances. These include but are not limited to:
 - a. Serious illness or injury, where a medical certificate states that the student is unable to attend classes;
 - b. Bereavement of close family members such as parents or grandparents (where possible, a death certificate should be provided);
 - c. Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
 - d. A traumatic experience which could include:
 - Involvement supported by police or psychologists' reports)
 - e. Where Lifetime International Training College was unable to offer a pre-requisite unit; or
 - Inability to begin studying on the course 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
 - f. commencement date due to delay in receiving a student visa,
 - g. Student failure to meet unit prerequisites,
 - h. Unavailability of units/subjects,
 - i. Non-payment of fees,
 - j. Student behaviour,
 - k. Marriage and marriage of a sibling.

You need to complete the application for deferral form and send to the Director for consideration.

7 Payment Details:

Lifetime International Training College Bank Details below and email us once payment is completed admin@lifetime.qld.edu.au. Also please note that there is a 2% surcharge on a Credit Card Transactions.

LIFETIME INTERNATIONAL.COM PTY LTD
BANK- ST GEORGE BANK
BSB – 114 879
ACCOUNT NUMBER – 468936082
SWIFT CODE: SGBLAU2S

OTHER FEES PAYABLE

Re-Issue of Testamurs / Statements of attainment - \$50 each copy
Reassessment Fee \$220.00 (after third attempt)
CT Fee \$250.00 per unit
Re-Issue of Student Card \$20.00
Late payment of semester fees - \$100.00 per instalment
Unit re-enrolment fee \$500.00 (for students who exceed the maximum duration period)

COMPLAINTS AND APPEALS POLICY

STANDARD 8- SEE CRICOS POLICIES and PROCEDURES

Reference and Legislation

- Student Handbook
- National Code of Practice for Providers of Education and Training to Overseas Students 2007 and accompanying Explanatory Guide

Purpose of Policy

1. Overview

- 1.1. This policy has been developed to ensure all current and prospective students of Lifetime International Training College are given access to free, effective and fair complaints resolution and appeals processes.
- 1.2. There are three separate processes depending on whether the **complaint/appeal** is related to:
 - Academic matters (refer to section 5.2);
 - Non-academic matters (refer to section 5.3) or;
 - Reporting non-compliant students to DIBP (refer to section 5.4).

Section 5 sets out the valid grounds and procedures for each type of complaint or appeal.

- 1.3. This policy has been developed in line with requirements set out in The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students and the Australian Quality Training Framework (AQF).

2. Organisational Scope

- 2.1. Any current or prospective student of Lifetime International Training College who experiences incorrect, inappropriate or unfair treatment in the course of their relationship with Lifetime International Training College is entitled to access the complaints and appeals process set out in this policy, regardless of the location of the campus at which the matter has arisen, the student's place of residence or the mode in which they study.
- 2.2. Grievances experienced by Lifetime International Training College staff are to be dealt with according to the terms set out in the Lifetime International Training College workplace agreement.

3. Definitions

- 3.1. **APPEAL/ COMPLAINT:** In this context an **appeal or complaint** constitutes a request to review a decision or outcome relating to any aspect of the student's results, conditions of enrolment, or academic progress and attendance.
- 3.2. **The VET Quality Framework** is aimed at achieving greater national consistency in the way providers are registered and monitored and in how standards in the vocational education and training (VET) sector are enforced.

The VET Quality Framework comprises:

- the Standards for National VET Regulator (NVR) Registered Training Organisations
 - the Fit and Proper Person Requirements
 - the Financial Viability Risk Assessment Requirements
 - the Data Provision Requirements, and
 - the Australian Qualifications Framework.
- 3.3 **DIBP:** Department of Immigration and Border Protection: The Australian government agency responsible for issuing students with visas.
 - 3.4 **ASQA:** The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.
 - 3.5 **Complainant:** A person lodging a complaint or appeal.
 - 3.6 **Respondent:** A person responding to a complaint or appeal.
 - 3.7 **CoE:** Confirmation of Enrolment is a document registered with DIBP to confirm a student's acceptance into a particular course for a specified duration.

4. Policy Principles

This policy is distributed through the Lifetime International Training College Student Information Guide, Lifetime International Training College Staff information guide and LIFETIME website

- 4.1. The principles which underpin this policy are as follows:
- 4.2. This Policy will be given to students prior to enrolment and again (in the student handbook) within 7 days of commencement of the course.)
 - 4.2.1. **The consideration of complaints and appeals will be dealt with fairly and confidentially and according to principles of procedural fairness which respects the right of a complainant to be heard by an impartial party;**
 - 4.2.2. The consideration of complaints and appeals will be dealt with according to principles of procedural fairness which respects the right of a complainant to be heard by an impartial party;
 - 4.2.3. Attempts will be made to resolve complaints and appeals as close to the source as possible;
 - 4.2.4. Complainants and respondents will not be subject to discrimination or harassment resulting from their participation in the complaints process;
 - 4.2.5. **This complaints process does not restrict a student's or person's right to pursue other legal remedies;**
 - 4.2.6. Staff will make all attempts to respond to complaints within the time limits set out in this policy;
 - 4.2.7. **All procedures will be made available to the public on the Lifetime International Training College website, student handbook, and staff handbook**
 - 4.2.8. **Complainants and/or respondents have the right to be represented by a third person (such as family member, friend, counsellor other professional support person, other than a qualified legal practitioner,) if they so desire;**
 - 4.2.9. All communications arising from the complaints process, together with the proceedings of the Appeals and Complaints Committee, will remain confidential, except to the extent necessary to give effect to this Complaints and Appeals Policy.
 - 4.2.10. Where the appeal relates to suspension of enrolment, students may maintain their enrolled status whilst awaiting the outcome of the appeal.
 - 4.2.11. **The complainant or appellant has the opportunity to formally present his/her case at no cost to them.**
 - 4.2.12. **They may also have a friend or nominated person accompany them.**
 - 4.2.13. **Complainants have access to an independent arbiter.**
 - 4.2.14. **Complainants are clearly informed in writing of the outcomes of the complaint or appeal**
 - 4.2.15. **Complaints and appeals are resolved within realistic and fair timelines**

4.2.16. Students may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues which may arise

4.2.17. Lifetime International Training College will provide the student with details of external authorities

- *These external authorities are independent from the college because ACPET organises independent mediators from a panel of mediators.*
- *Students are referred to the ACPET State office when all attempts to resolve the dispute internally have failed. The student may represent himself or he may have a nominated person accompany him.*
- *If the dispute is not settled in the mediation process, either party may seek other legal remedies.*
- *Other agencies to which the student could be referred to include: Consumer Affairs, and the Queensland Department of Education, Queensland Education Overseas Unit.*
- *Independent mediation is also available through the Dispute Resolution Branch, Department of Justice and Attorney General. There are six Dispute Resolution Centres throughout Queensland. The Brisbane Centre is located on the 13th Flr, Central Courts Building, 170 North Quay, QLD 4000. Contact details are: Tel: +61 7 3239 6269; Fax: +61 7 3239 6284. Students outside Brisbane may use the Toll Free No: 1800 017 288. At present there is no fee for use of this service, but this may change.*
- *An overseas student may also lodge an external appeal at the newly established office of the Overseas Student Ombudsman see www.osd.gov.au or phone 1300 362 072*
- *Nothing in the School's Dispute Resolution Policy prevents the right of any student to pursue other legal remedies*

4.2.18. The complainant or appellant has the opportunity to formally present his/her case at no cost to them.

5. Policy Content

5.1. The Appeals and Complaints Committee

The Appeals and Complaints Committee shall be comprised of the following:

- College Director and Chief Executive Officer
- Student Liaison Officer
- Registrar or nominated person

The committee will commence the review the appeal within **5 working days** of receipt of the written complaint and will inform the complainant of the outcome of this decision in writing. The Committee

may ask either the complainant or respondent (or both) to present their case in person to the Committee.

Complaints and Appeals Policy

5.2. Academic Complaints

5.2.1. The Academic Complaints and Appeals process is for matters which relate to:

- Assessment and results
- Student progress
- Curriculum content & delivery
- Conferral of awards

If at any point, a student becomes dissatisfied in relation to these matters, they should commence Stage One (Academic) complaints procedures which are explained below.

At any point in this process, a complainant may seek advice from those authorities listed in section 4.2.17

Complainants who require assistance with preparing a written complaint or appeal may contact the Faculty Manager or Trainer for support.

5.2.2. Lifetime International Training College Students have access to a four stage complaints and appeals process as follows:

Stage One (Academic) – Informal

The first step is **direct communication** between the complainant and respondent to allow both parties to discuss their point of view and attempt to resolve the problem. The complainant should communicate the matter to the relevant staff member within **5 working days** of becoming aware of the problem. In most cases resolution may be verbal and investigation into the complaint will commence within **48 hrs** of the complaint being made.

The complainant is entitled to request and receive from the respondent a written response giving reasons and full explanation for decisions and actions taken. Students who require help in preparing a written complaint may contact the Faculty Manager or Trainer for assistance. The response to this first stage of the informal process should be given **within 5 days of the complainant speaking about the issue to the trainer or registrar.**

Stage Two (Academic) - Formal Complaints & Appeals Process

If, after undertaking Stage One, or in situations where Stage One is not possible, the complainant should **lodge their complaint in writing** (using the relevant form) to the Registrar (or nominee) within **5 working days** of the receipt of the response. Within **48 hrs** Lifetime International Training College will commence an investigation into the complaint. To avoid any conflict of interest, where the Registrar has been involved at the informal stage, the matter must be referred to the Deputy Chief Executive Officer as an independent and appropriate staff member to carry out Stage Two.

Within **5 working days of receipt of the appeal**, the Registrar (or nominee) will **provide in writing the outcome** of this step of negotiations to both Complainant and respondent.

Complaints and Appeals Policy

Stage Three (Academic) - Appeals and Complaints Committee

Where the complainant is unsatisfied with the outcome of Stage Two and believes that:

- they did not have sufficient opportunity to present their case to the decision maker; or
- the process was not carried out in accordance with Lifetime policy or procedures; or
- the decision was made contrary to the evidence provided;

The complainant can lodge a written statement of their complaint with the Chief Executive Officer. This statement should be lodged within **5 working days** of receiving the written notification of the outcome of Stage Two negotiations.

To avoid any conflict of interest, where the Deputy Chief Executive Officer has been responsible for the decision being appealed or has been involved in the outcome of Stage One or Two, they must nominate another senior staff member to stand in their place on the Appeals and Complaints Committee.

Stage Four - External Agencies

Where the complainant is unsatisfied with the outcome of the Stage Three and believes that at the Appeals and Complaints committee the process was not carried out in accordance with Lifetime International Training College policy or procedures they may request that the matter to be referred to Lifetime International Training College's nominated independent appeals reviewer.

The purpose of the external appeals process is to consider whether the College has followed its policies and procedures - it is not to make a decision in place of the College.

Independent Appeals Reviewer:

This independent agent will review the case, seeking input from all parties before making recommendations to Lifetime International Training College within **15 working days**.

Note: If the complainant decides to proceed with Stage four, they should notify the College of this, so that time is allowed for this process.

5.3. General (Non-Academic) Complaints

5.3.1. The General Complaints process is for matters which relate to:

- Customer services and administration
- Marketing and information
- Facilities
- Fees and finance related matters
- Welfare

If at any point, a complainant becomes aggrieved, they should commence Stage **One** complaints procedure as outlined in this policy.

At any point in this process, a complainant may seek advice from the relevant person in authority

5.3.2 Stage One (Non-Academic) – Informal

The first step is direct communication between the complainant and respondent to allow both parties to discuss their point of view and attempt to resolve the problem. In most cases resolution may be verbal and investigation into the complaint will commence within **48 hrs** of the complaint being made.

The complainant should communicate the matter to the relevant staff member within **5 working days of receipt of the response from the respondent.**

The complainant is entitled to request and receive from the respondent a written response giving reasons and full explanation for decisions and actions taken. This will be given within **5 working days** of receipt of the complaint

Students who require help in preparing a written complaint may contact the Student Services Manager for assistance.

5.3.3 Stage Two (Non-Academic) - Formal Complaints & Appeals Process

If, after undertaking Stage One, or in situations where Stage One is not possible, the complainant should lodge **their complaint in writing within 5 working days** of the complaint issue becoming known. **The Registrar** will discuss with the complainant options to resolve the matter.

To avoid any conflict of interest, where the Admissions Manager has been involved at the informal stage, the matter must be referred to an independent and appropriate staff member to carry out Stage Two. **This will occur within 48 hrs of receipt of the complaint.**

Within **5 working days** of receipt of the complaint, the Registrar (or Nominee) will provide in **writing the outcome** of this step of negotiations to both complainant and respondent.

5.3.4 Stage Three (Non-Academic) - Appeals and Complaints Committee

Where the complainant is unsatisfied with the outcome of Stage Two and believes that:

- they did not have sufficient opportunity to present their case to the decision maker; or
- the process was not carried out in accordance with Lifetime International Training College's policy or procedures; or
- the decision was made contrary to the evidence provided; the complainant can lodge a written statement of their complaint with the Principal.

This statement should be lodged within **5 working days** of receiving the written notification of the outcome of Stage Two negotiations.

The Appeals and Complaints Committee will consider the complaint and respond **within 5 working days of receipt of the complaint.** The Committee may ask either the complainant or respondent (or both) to present their case in person to the Committee.

All parties will be advised in writing of the outcome of this step of negotiations.

5.3.5 Stage Four - External Agencies

Where the complainant is unsatisfied with the outcome of the Stage Three and believes that at the Appeals and Complaints committee the process was not carried out in accordance with Lifetime International Training College's policy or procedures they may request that the matter be referred to Lifetime's nominated independent appeals reviewer. The purpose of the external appeals process is to consider whether the College has followed its policies and procedures - it is not to make a decision in place of the College.

5.3.6 Independent Appeals Reviewer:

This independent agent will review the case, seeking input from all parties before making recommendations to Lifetime International Training College within **15 working days**.

Note: If the complainant decides to proceed with Stage four, they should notify the college of this, so that time is allowed for this process.

5.3.7 The Appeals and Complaints Committee

The Appeals and Complaints Committee shall be comprised of the following:

- College Director and Chief Executive Officer
- Principal
- Registrar

The committee will review the appeal within 10 working days of receipt of the written complaint and will inform the complainant of the outcome of this decision in writing. The Committee may ask either the complainant or respondent (or both) to present their case in person to the Committee.

5.4 Appeals Against Reporting Students to DIBP

5.4.1. Appeals under this category will be in response to Lifetime International Training College notifying a student that they intend to report the student to DIBP for not complying with the conditions of their student visa. This may occur in relation to:

- ***Unsatisfactory Academic Progress; or***
- ***Failure to maintain enrolment in a registered course (as stated on the CoE).***

Once Lifetime International Training College notifies a student of their intention to report them to DIBP, the student may commence the Stage One appeals procedure which is explained below.

At any point in this process, a complainant may seek advice from college representatives, or persons they wish to nominate.

Lifetime International Training College students who receive a notice that they will be reported to DIBP have access to a four stage appeals process as follows.

5.4.2. Stage One (Reporting to DIBP) – Informal Appeal

The process of an informal appeal is initiated at the time of a student receiving a warning or final warning notice. If the student wishes to appeal the decision to issue the warning/final warning they should do so by making an appointment with the relevant Faculty Manager and discussing their situation. In some cases, during the interview process, a student might agree with the issuance of a warning/final warning but may have reasons for their poor progress. Every attempt should be made by the student to present evidence or explain reasons why they have unsatisfactory academic progress at this stage. Heads of Department will, in turn, discuss support options available.

5.4.3. Stage Two (Reporting to DIBP) - Formal Complaints & Appeal Process

Once a student has received notification that they will be reported to DIBP (Intent to Report notice) they have **22 working days from the date of the notice** to contact the Deputy Chief Executive Officer or other Academic staff to discuss the matter and provide evidence which may change the outcome of the reporting process.

If the student wishes to appeal the decision to report, they should complete the 'Non Compliance Appeal Form', which is available from the Academic offices once the 'Intent to Report notice' has been sent, this will initiate the internal appeal process.

Students will need to make an appointment with the Student Services Manager, Deputy Academic Director and/or Academic Director in order to lodge the Non-Compliance Appeal form. Students are advised to undertake this step as soon as an 'Intent to Report' notice to DIBP has been received. Evidence submitted in support of an appeal (e.g. Medical certificates) must be in English or accompanied by official English translations. Supporting evidence in languages other than English will not be accepted as part of the appeal.

5.4.4. Stage Three (Reporting to DIBP) - Appeals and Complaints Committee

The Appeals and Complaints Committee will consider the appeal within **10 working days of receipt of the evidence** and the 'Non Compliance Appeal' form. The Committee may ask either the student or respondent (or both) to present their case in person to the Committee.

All parties will be advised in writing of the outcome of this step of negotiations. If students are not satisfied with the outcome and have valid reasons for proceeding with an appeal, they may access the external appeals option but should notify the Deputy Chief Executive Officer in writing via the Non Compliance Appeal Form.

5.4.5 Stage Four- External Agencies

Where the complainant is unsatisfied with the outcome of the Stage Three and believes that at the Appeals and Complaints committee the process was not carried out in accordance with Lifetime International Training College policy or procedures they may request that the matter be referred to Lifetime International Training College's nominated independent appeals reviewer. The purpose of the external appeals process is to consider whether the College has followed its policies and procedures - it is not to make a decision in place of the College.

Independent Appeals Reviewer:

This independent agent will review the case, seeking input from all parties before making recommendations to Lifetime International Training College **within 15 working days**.

Note: If the complainant decides to proceed with Stage four, they should notify the college of this, so that time is allowed for this process.

6. Administrative procedures

This policy and related documentation is accessible through the Lifetime International Training College website at: <http://www.lifetime.qld.edu.au>

- 1.1. Records of all complaints and appeals will be kept for a period of five years. These records will be strictly confidential and filed separately from student files. These records will be under the responsibility of the Deputy Chief Executive Officer; Registrar (DIBP reporting).
- 1.2. Any recommendations for process improvement or policy change arising out of any stage of the complaints and appeals process will be forwarded the Quality Committee for recording and consideration.
- 1.3. This policy and related procedures will be communicated to staff via email and ongoing staff information sessions. New staff will receive policy information during the induction process.
- 1.4. Recommendations arising from any external review of the Complaints and Appeals Policy or procedures should be implemented within 90 days of notification.

MONITORING COURSE PROGRESS POLICY

Purpose of Policy

Lifetime International Training College in accordance with Standard 10 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Student 2007 as outlined in the Lifetime International Training College Student Information Guide.

The course progress policy establishes:

- a. the requirements, definitions and procedures to be used in determining the standards of acceptable course progress
- b. the roles and responsibilities of College staff and students with regard to course progress
- c. descriptions of the resources and options available to assist students at risk of not achieving course progress standards

Definitions

Word/Term	Definition
Course Progress	Assessed advancement within a course toward the completion of that course
compassionate and compelling circumstances	As defined in National Code of Practice for Providers of Education and Training to Overseas Students 2007 and the accompanying Explanatory Guide, Standard 11, compassionate and compelling circumstances generally are circumstances beyond the control of the student and have had an impact upon the student's course progress or wellbeing. These may include, but are not limited to: <ul style="list-style-type: none"> ➤ serious illness or injury, where a medical certificate states that the student was unable to attend classes; ➤ bereavement of close family members such as parents or grandparents (death certificate must be provided);

	<ul style="list-style-type: none"> ➤ major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on the student's studies; ➤ a traumatic experience, such as involvement in or witnessing of a serious accident or witnessing or being the victim of a serious crime, which has impacted on the student (these cases should be supported by policy or psychologists' reports where possible); ➤ where the registered provider was unable to offer a pre-requisite unit
approved leave	<p>As defined in National Code of Practice for Providers of Education and Training to Overseas Students 2007 and the accompanying Explanatory Guide, Standard 13, the registered provider can only defer or temporarily suspend the enrolment of the student on the grounds of:</p> <ul style="list-style-type: none"> a. compassionate or compelling circumstances; or b. misbehaviour by the student. <p>Approved Leave is a period of approved absence from the college based on the above.</p>
Intervention strategy	Systematic plan of action, adapted to assist students in meeting satisfactory course progress
Unsatisfactory Course Progress	Failure to meet two or more of the academic requirements
Study period	period of study within a course in which the student must enrol unless granted a deferment or leave absence
Study plan	suggested arrangement of study to improve student progress

1. Policy Principles

Lifetime International Training College endeavours to assist students to maintain their academic progress at an appropriate level, throughout their enrolment period. The principles guiding this policy are:

- a. all students shall be treated fairly and openly
- b. all students are responsible for their own course progress
- c. appropriate learning support shall be offered to students identified as at risk of not achieving satisfactory course progress

2. Academic Course Progress

Student course progress is regularly monitored and assessed both throughout the study period and at the end of each study period. Students are required to successfully complete various tests, assessments, examinations, projects and practical demonstrations.

The assessment tasks and dates are set out in the Unit timetable and are distributed by Trainers at the commencement of their course. If academic performance is unsatisfactory, students will be counselled through a series of support and intervention strategies as set out in the course progress procedures. Lifetime will support students where possible to achieve their best academic standard.

3. Academic Results Publication

Student results will be notified within the allocated classes where practical. Results will also be available via student noticeboards and will be available in the future via the TEAMS student portal. Results will be made available within two (2) weeks after the final unit examination.

4. Unsatisfactory Course Progress

If a student is at risk of not making satisfactory course progress, the Head of Department in consultation with the Registrar and Deputy Chief Executive Officer will establish a support program which might include one or more of the following:

- Attending academic skills programs;
- Attending tutorial or study groups;
- Receiving individual case management;
- Attending study clubs
- Attending counselling;
- Receiving professional assistance and support in relation to compassionate and compelling circumstances that may impede successful academic progress;
- Receiving mentoring;
- Reduction in course load
- Rescheduling of classes in consideration of personal circumstances.
- Other support and intervention programs may be offered at the suggestion of Management.

5. Course Progress Monitoring and Reporting

- a. Throughout the study period, all Heads of Departments review student's academic progress, assessment matrices, Learning and Assessment Strategies and record all results in the Assessment Record database. This information is then documented in each student's file. The results recorded are forwarded to the Admissions Department for reporting and monitoring purposes. The Deputy Chief Executive Officer and the Registrar conduct a sample audit of all student files to ensure that Lifetime's robust monitoring policies are strictly enforced.
- b. Any student identified as being at risk of not achieving satisfactory course progress, is contacted by the Admissions Department to enact Lifetime's intervention policy. The Registrar notifies the Heads of Department as soon as practicable to facilitate this process within 7 days of becoming aware of the issue through Lifetime's robust monitoring processes.
- c. At the end of each study period, the Registrar and the Deputy Chief Executive Officer jointly assess the results for each student against the course progress policy and identify any student who has not yet achieved competency in two or more of the units attempted in the study period.
- d. Students identified will be sent a "Warning Letter" in the first compulsory study period advising that they are at risk of not achieving satisfactory course progress and notified of support available to assist them to achieve satisfactory academic progress. Students who do not respond within 14 days will be issued a letter detailing the intervention strategy as determined by Lifetime.
- e. The Registrar notifies the Heads of Department within 7 days or as soon as practicable after the completion of the study period, of any student who has been identified (4c).
- f. The Academic Progress Intervention Strategy is commenced within 14 days of identifying any affected students.
- g. If a student is identified as not making satisfactory course progress in a second consecutive compulsory study period in a course, Lifetime will notify the student of its intention to report the student to DIBP for unsatisfactory course progress.

- h. Students shall be issued a Notice of Intention to Report on unsatisfactory course progress. The student has 20 working days to appeal to Lifetime International Training College under Standard 8 on its decision by accessing the complaints and appeals process.
- i. However, the College may decide not to report a student on the following grounds:
 - Lifetime's failure to record or calculate a student's marks accurately;
 - The student can provide documentary evidence of compassionate and compelling circumstances;
 - Lifetime has failed to implement its intervention strategy and other policies according to its documented Academic Progress Intervention Strategy that have been made available to the student.
- j. Where the student has chosen not to assess the complaints and appeals process within the 20 working days period, withdraws from the process, or the process is completed and results in a decision supporting the College, the College will notify the Secretary of ASQA through PRISMS that the student is not achieving satisfactory course progress within 14 days.
- k. Students, who are dissatisfied with the outcome or conduct of an appeal within the College, may appeal to an external agency.
- l. Students who choose to appeal to an external agency must notify the College of this decision and provide details of the external agency within 7 working days of being notified of the outcome of the last stage of their internal appeal.
- m. Once a student has been reported, PRISMS will generate a Section 20 breach notice. Student will need to report themselves to DIBP within 28 days or their student visa will be cancelled automatically.

6. Exclusion Policy

Students' attendance and competency for all programs will be monitored throughout each study period. Students who fail to meet two or more of the academic requirements during the course term, may be excluded. The Chief Executive Officer on advice from the Department Heads will notify any student in writing of exclusion from the College.

7. Roles and Responsibilities

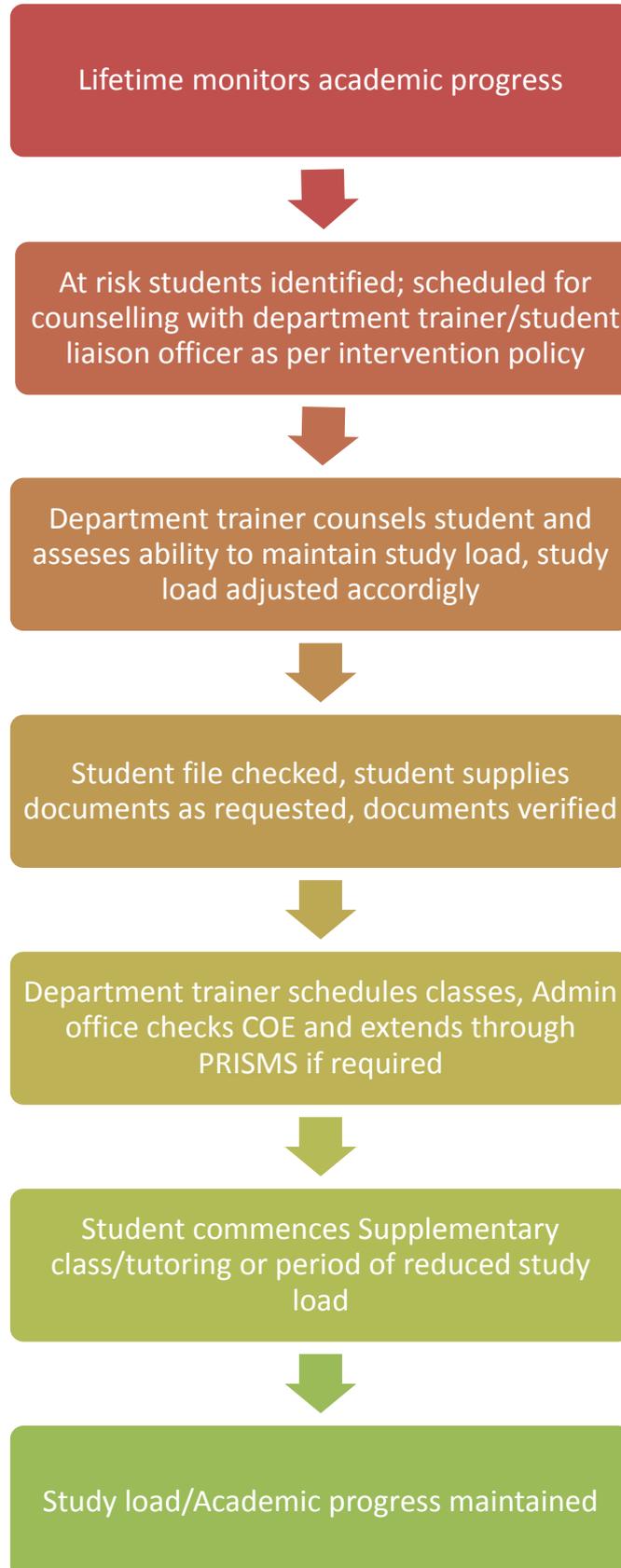
It is the responsibilities of the Head of Department to:

- Identify and recommend appropriate support
- Liaise with the Principal for decision making in regard to students with exceptional circumstances
- Keep records of consultations and recommendations for support

It is the responsibilities of all College students to:

- Attend all scheduled classes and assessment days;
- Submit projects/assignments by the due date;
- Meet with visa attendance requirements, and
- Advise the College of any matters that may impede successful course progress within five (5) working days.

STANDARD 10 MONITORING COURSE PROGRESS FLOW CHART



MONITORING COURSE PROGRESS PROCEDURE (STANDARD 10)

1. Staff training in monitoring course progress

The Chief Executive Officer ensures staff are trained in understanding and applying the Lifetime course progression policy. This will occur at induction, ongoing staff meetings and a copy of the Policy & Procedures Manual will be given to staff.

2. Monitoring process

Students who do not achieve competency in at least 90 % of units in a given study period will be contacted by the relevant instructor and the appropriate level of assistance/intervention given at the **earliest possible time** in the student's study period. Progress problems may be due to unforeseen circumstances such as illness or injury to the student or other compassionate or compelling circumstances. Lifetime will make every effort to provide appropriate intervention at any time to assist students.

3. Trainer responsibilities

The Instructors are responsible for:

- ensuring that the progress of each student is monitored, recorded and assessed.
- organising or providing additional support to students as they progress through the course if their performance is found to be unsatisfactory in units or parts of units. Two resits will be offered.
- checking and documenting student progress as required by successful unit completion at the end of each study period. (This will be done manually and through assessments conducted of students at practical classes and theory classes ensuring they are aware of individual student issues such as student illness or injury.
- keeping accurate assessment records
- accessing assessment records to assess student progress, these are held in hard copy and electronically
- participating in staff discussion regarding student progress at regular staff meetings
- deciding if and when the student is **at risk with specific units**
- **deciding if the student requires special assistance – e.g. in the case of injury, the student may be able to attend, observe the classes and borrow video resources to or utilise other resources to keep up to date**
- **personally contacting the student** and inviting the student to make an appointment for a meeting to discuss the issue.
- commencement of intervention strategy initially when a student achieves less than 90% successful completion of units/assessments in a given month. **The intervention strategy may be implemented at any time before the end of the study period. (Before proceeding, the student must agree to any intervention suggested and sign documentation that they have discussed the intervention and agree to fulfil their obligation)**
- **providing a counselling service** to the student to try to help the student overcome the problem – This may result in a reduced workload
- if applicable, the Instructor also issuing the student with a LETTER OF CONCERN – COURSE PROGRESSION for ongoing student progress if applicable and making an appointment to discuss the issue with the student to ascertain if there are other reasons e.g. personal problems causing the student to be at risk

- Issuing a second LETTER OF CONCERN if course progress is less than 85% satisfactory completion of units.

HOWEVER THE FORMAL INTERVENTION STRATEGY RELATING TO REPORTING UNSATISFACTORY COURSE PROGRESS TO ASQA WILL OCCUR AT END OF THE SECOND STUDY PERIOD ONLY AFTER THE STUDENT HAS BEEN ALLOWED TIME FOR THE INTERVENTION STRATEGY TO RUN ITS COURSE.

See 10.1, 10.2, 10.3, 10.4, 10.5, 10.6, and 10.7 in the CRICOS National Code Standards.

The Registrar/Course Administrator

- Keeps accurate records of student results of assessment on student files and on computer
- The Registrar/Course Administrator places a **copy of this letter and any other correspondence relating to the issue on the student files**

4. Intervention strategy options for assisting students (see Policy)

5. Instructors responsibility -unsatisfactory course progress reporting

Instructors must advise students that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to DIBP and cancellation of his or her visa, depending on the outcome of any appeals process

Trainers must also:

- maintain all student records including ensuring a copy of the student at risk letter is placed on the student file
- ensure relevant information is given to the Registrar/Course Administrator to enter into the computer.
- inform the student of Lifetime complaints and appeals process – set out in student handbook

6. The Trainer or the Registrar/Course Coordinator after providing counselling and other intervention strategies will:

- inform the student of Lifetime’s intention to report to the secretary of ASQA through PRISMS after the appeals process (if actioned) is finalised and upholds Lifetime’s decision to report.
- advise the student that he/ she has 20 days in which to launch an appeal. This does not mean that the complaints/appeals process must be finalised within 20 working days.
- hear an appeal if required
- advise the Registrar/Course Administrator to report to the secretary of ASQA, through PRISMS after the appeals process (if actioned) is finalised and upholds Lifetime’s decision to report.
- ensure the Registrar/Course Administrator files evidence of an appeal in accordance with Standard 8, if a student appeals
- ensure the evidence is placed in the student’s file (for example, copy of a Section 20 notice) of final reporting to ASQA via PRISMS
- Where the student has chosen not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting Lifetime, Lifetime will notify the Secretary of ASQA through PRISMS of the student not achieving satisfactory course progress as soon as practicable

7. Appeals

A student may appeal on the following grounds:

- Lifetime's failure to record or Lifetime's failure to formulate a student's marks accurately,
- compassionate or compelling circumstances, or
- Lifetime has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

Where the student's appeal is successful, the outcomes may vary according to the findings of the appeals process.

If the appeal shows that there was an error in Lifetime's formulation of results, and the student actually made satisfactory course progress (successfully completed more than 80% of the course requirements for that study period), Lifetime does not report the student, and there is no requirement for intervention.

If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through Lifetime's intervention strategy, and Lifetime does not report the student where:

- the student has chosen not to access the complaints and appeals processes within the 20 working day period,
- the student withdraws from the process, or
- the process is completed and results in a decision supporting ABC (i.e. the student's appeal was unsuccessful)

8. Notification to ASQA through PRISMS

The Administration Office at Lifetime must notify the Secretary of ASQA through PRISMS as soon as practicable of the student not achieving satisfactory course progress.

9. Possible visa cancellation

DIBP may cancel a student's visa when Lifetime reports the student for unsatisfactory course progress. DIBP does not assess whether a breach has occurred. However, DIBP will retain the ability to consider exceptional circumstances as to why the visa should not be cancelled and to refer the matter back to the education provider if Lifetime has not given the student access to an appropriate appeals process and/or considered compelling and compassionate circumstances, where relevant. However, these circumstances will be limited.

These identified students will undergo the intervention strategies, as mentioned in Step ii during the second consecutive compulsory study period in a course.

Please Note:

The information in this Handbook may have changed since the last publication, and that it is important to contact the College on (07) 3847 2080 to verify information.