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# Pacific College of Technology

Since 2002 CRICOS: 02668F



## Student Handbook

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# PRINCIPAL'S WELCOME MESSAGE

Dear student,

On behalf of all the students, trainers and staff at Pacific College of Technology (PCT), it is my honour and great pleasure to warmly welcome you to PCT, and thank you for choosing to study with us.

I'm sure you will settle in and find a most rewarding learning environment here. We look forward to offering you a rich and enjoyable study experience filled with many opportunities to create lasting memories and foster friendships with students, trainers and staff alike.

This **Student Handbook** has been prepared with the goal of explaining some important information about Pacific College of Technology and has been designed to help you get the most out of your time at the College. Please take a moment to read through it, and keep a copy for future reference, as it contains important information on the College's policies and procedures.

I hope you like our campus at Auburn in the heart of Sydney. This spacious facility with common room, kitchenette, and computer laboratories is here for you to enjoy, and I hope you will feel at home.

If you have any questions, comments or suggestions about anything at all, we are more than happy to listen. Our goal is to work with you, to achieve your goals and help you settle into College life smoothly and comfortably.

Wishing you all the best!

Yours faithfully,

Pradip Dhakal  
Principal

## Our team

Pradip Dhakal  
Dipendra Sharma  
Sujan Acharya  
Officer  
Roma Ale  
Suman Gautam  
Romi Kharel  
Julia Zhou  
Louis Kim  
Perry Kakunka  
Utsav Bist  
Sonia Hasna  
Maddy Seiuli  
Amit Nepal  
Anuj Dhakal

Principal /Chief Executive Officer  
Director of Studies (DoS)  
Student Contact and Course Compliance  
  
Accountant  
Account officer  
Marketing Manager  
Marketing Officer (offshore markets)  
Marketing Officer (onshore markets)  
Marketing Officer (offshore markets)  
Marketing Officer (onshore markets)  
VET Administration Officer  
Receptionist/Administration Officer  
IT Administrator  
Logistic Support

### **Contact:**

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# THE COLLEGE

Pacific College of Technology is a respected Australian private College close to the heart of Sydney. As a Registered Training Organization approved by Australian Skills Quality Authority (**ASQA**), the College offers a range of courses to local and overseas students in the fields of Accounting, Business, Management and Information Technology. Our recognized courses, from Certificate IV to Advanced Diploma level, are designed to provide you with cutting-edge industry skills and knowledge, providing potential pathways to further study at university or employment. We offer qualifications that are nationally recognized and listed in the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

The College is situated opposite Auburn Train Station in Sydney and is equipped with the latest computers, fast internet facilities, modern equipment for teaching and excellent learning resources for students.

The helpful and friendly trainers are Australian-trained and committed to providing flexible and effective learning and assessment strategies based on the individual needs of students.

## ACCOUNTING COURSES

- Certificate IV in Accounting
- Diploma of Accounting
- Advanced Diploma of Accounting

## CODE

FNS40615  
FNS50215  
FNS60215

## BUSINESS & MANAGEMENT COURSES

- Certificate IV in Business Administration
- Diploma of Business Administration
- Advanced Diploma of Leadership and Management

BSB40515  
BSB50415  
BSB61015

## MARKETING & HUMAN RESOURCES COURSES

- Certificate IV in Marketing and Communication
- Diploma of Marketing and Communication
- Diploma of Human Resources Management

BSB42415  
BSB52415  
BSB50615

## INFORMATION TECHNOLOGY COURSES

- Certificate IV in Information Technology Networking
- Diploma of Information Technology Networking
- Advanced Diploma of Network Security

ICT40415  
ICT50415  
ICT60215

# STUDENT INDUCTION

All new students are invited to attend a compulsory induction session before commencing their course. Depending on when the student arrives, this may be done in a group or individually.

Students receive an induction kit including an information booklet, timetable and academic calendar and staff members will give an overview of College policies and procedures as well as other important information. This includes:

- Term registration
- Australian Qualifications Framework (AQF)
- Satisfactory academic performance and attendance
- Compliance with applicable legislation
- Change of education provider
- Access and equity: special needs assessment
- Recognition of Prior Learning (RPL)/Advanced Standing
- Deferral, suspension or cancellation of student's enrolment
- Fees and other charges
- Life in Australia (accommodation, banking, health cover, work, public transport, telephone, postal services etc.)
- Emergency procedures
- College facilities (kitchen, bathroom, photocopier, fax, scanner etc.)
- College events

This information is important, and all students are advised to attend, and learn about the College to maximise your time here.

Students must submit all required documents for enrolment before the start date. Any outstanding information (e.g.: address phone number, emergency contact, special needs) must be provided during induction.

# POLICIES & PROCEDURES

## Term Registration

- Registration is open one week prior to a term's start date.
- Each term you must register to confirm your class schedule.
- Staff members try to provide you with the same schedule each term to make life easier, but depending on availability, timetables may change. To avoid disappointment, it is better to come in early as the College operates on a first-come, first-served basis.
- Students failing to register each term may have this counted as non-attendance according to the **course progress policy** and may be subject to a cancellation of **Confirmation of Enrolment (CoE)**.

## Australian Qualifications Framework (AQF)

The Australian Qualifications Framework (AQF) provides a comprehensive national policy framework that defines the standards for vocational training organizations in Australia. Under AQF, Pacific College of Technology offers;

- **Certificate IV** – Aims to qualify individuals who apply a broad range of specialised knowledge and skills in varied contexts to undertake skilled work and as a pathway for further learning. Certificate IV qualifications are located at level 4 of the AQF.
- **Diploma** – Aims to qualify individuals who apply integrated technical and theoretical concepts in a broad range of contexts to undertake advanced skilled or paraprofessional work and as a pathway for further learning. Diploma qualifications are located at level 5 of the AQF.
- **Advanced Diploma** - Aims to qualify individuals who apply specialised knowledge in a range of contexts to undertake advanced skilled or paraprofessional work and as a pathway for further learning. Advanced Diploma qualifications are located at level 6 of the AQF.

## Satisfactory Academic Performance and Class Participation

1. Students must be 'competent' in at least 50% of the units enrolled in each term e.g.: competent in 1 out of 2 units or 3 out of 5 otherwise a warning will be issued. To be competent in a unit, students must successfully complete all requirements of assessment for that unit.
2. If a student does not make at least 50% of enrolled units for 2 consecutive terms, the student may be reported to the Department of Home Affairs for unsatisfactory course progress.
3. A student making unsatisfactory academic progress will receive counselling, academic assistance and/or the opportunity for re-assessment.
4. If a student fails to achieve a 'competent' grade, they may request re-assessment of the work submitted for that unit. If a student needs to undertake supplementary assessment, they must pay a re-assessment fee.



5. If a student fails to achieve a 'competent' grade after re-assessment, the student will be allowed to repeat the unit in full. This repeat is only available once per unit and the student must pay a repeat fee.
6. Students must attend at least 80% of classes each term. Students must not miss more than 5 consecutive classes except when granted leave or due to extenuating circumstances.

## Compliance with Legislation

### Harassment & discrimination

The College is against all forms of harassment and discrimination. All staff members must understand their role and responsibilities in creating a harassment-free environment.

The Anti-Discrimination Act 1977 applies to students in prohibiting harassment, victimisation, bullying, and discrimination by and against students. In order to comply with legal/ regulatory requirements, the College must inform students during induction of their legislative obligations and provide a harassment-free environment to our staff and students. Staff and students should avoid the following unwanted behaviour:

**Bullying/ Harassment:** Any unwelcome, uninvited and/or offensive behaviour or comment that intimidates, embarrasses, offends, humiliates and/or undermines a person. It may include verbal abuse, physical assault, unjustified criticism, sarcasm, undue pressure and sabotage.

**Breach of Confidentiality:** Spreading information that was given on the trust of confidentiality.

**Discrimination:** Treating others unequally because they belong to a particular group or category of people such as gender, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, disability, age or sexual orientation.

**Racial Vilification:** When a person is threatened or abused or taunted on the grounds of their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic.

**Sexual Harassment:** A verbal or physical action implicating sexual indications or conduct which is unwelcome and uninvited by the recipient. It may include inappropriate comments, kissing/ touching, or displays of sexually graphic or suggestive material.

**Victimisation:** Includes any unfavourable treatment as a result of involvement in an equal opportunity complaint. Unfavourable treatment could include adverse changes to the work environment and/or denial of access to resources or work.

The following specific principles will be followed in dealing with issues of harassment and discrimination in the College:

- All reports of harassment and discrimination will be treated seriously and impartially



- When management is informed of any harassment or discrimination it will take immediate and appropriate action to investigate and address it
- In dealing with all complaints of harassment and discrimination the rights of all individuals will be respected and confidentiality maintained
- Whenever possible, all complaints will be resolved by a process of discussion, cooperation and conciliation
- No person making a complaint, or assisting in the investigation of a complaint should be victimised
- All staff and other participants are expected to participate in the complaint resolution process in good faith

As a provider of education and training services to overseas students, PCT is required to comply with the regulations and requirements of the Education Services for Overseas Students Act (ESOS). This is not subject to the discretion of the College and is required by law. The College's policies, procedures and systems are built to address these legal requirements. The requirements and obligations under the ESOS Act and regulations include:

- Providing details of the courses and students
- Maintaining attendance records of international students
- Keeping records of all academic progress and results
- Providing a student support-welfare system
- Maintaining appropriate size and quality of training and support staff
- Protecting privacy of students and staff
- Recognising the qualifications & Statements of Attainment issued by other NVR RTOs
- Ensuring that students are provided with full details of the conditions of enrolment
- Displaying the CRICOS Provider Code as required by the ESOS Act in all its documents and website

### **Tuition Protection Service (TPS)**

Tuition Protection Service (TPS) establishes a single mechanism to place students when a provider cannot meet its obligations, or as a last resort, to provide refunds of unexpended prepaid tuition fees. To support TPS, other initiatives:

- limit the amount of upfront pre-paid tuition fees that may be collected by providers before the student commences to no more than 50 per cent (unless the course is 26 weeks or less)
- require some providers to keep initial pre-paid fees in a separate account until a student commences study
- strengthen record-keeping obligations
- establish a national registration system for providers who operate in more than one state or territory

### **Work health & safety legislation**

In New South Wales, the provisions for Occupational Health and Safety are regulated by the Work Health & Safety Act 2011 and Work Health & Safety Regulations 2011 [www.workcoversw.gov.au](http://www.workcoversw.gov.au).

Pacific College of Technology is committed to providing a safe and healthy working environment, in compliance with legislation. It is both a legal and ethical obligation of the College to abide by legislative requirements. This duty of care in relation to health and safety extends to all parties directly or indirectly involved with the College including but not limited to consultants, contractors, students, visitors and employees. College staff members are required to implement workplace health and safety (WH&S) policies, procedures and plans to ensure a safe training and working environments. This includes:

- Compliance with federal and state legal requirements
- Inclusion of injury prevention and management strategies in all aspects of the College's activities, including training delivery and assessment
- Consultation with employees and students on WH&S matters
- Integration of effective WH&S management practices in all areas of the College's facilities and work practices
- Undertaking an effective approach to managing hazards
- Encouraging the reporting of near misses
- Making all staff and students aware of their duty of care
- Continuous review, audit and evaluation of WH&S policies, procedures and practices

The Principal & CEO is responsible for ensuring that all staff and students have access to WH&S policies and are fully informed about these policy requirements. Therefore, the duty of care has both individual and collective responsibilities. The College requires that any accidents, incidents (near misses), dangerous occurrences or hazards must be reported by completing **notification form** and also investigated to eliminate or reduce the likelihood of future occurrences

The WH&S procedures of the College have three primary objectives:

- To ensure that all incidents and accidents are properly investigated
- To ensure corrective actions are taken to prevent re-occurrence
- To identify hazards and eliminate them ASAP

To achieve these objectives the College ensures that:

- Immediate actions are taken in case of any accident, injury, incident or hazard so that the risk of further injury or damage can be minimised
- All accidents, injuries, incidents or hazards including the potential for such happenings are reported to the DoS. In case of incidences of discrimination or harassment they are reported to the Principal/ CEO who is also an Equity Officer
- If the accident has work-cover implications the work cover authority is notified within 7 days of the accident
- All accidents, injuries, incidents or hazards are investigated to find out the real cause so that corrective action can be taken to avoid future occurrences
- First-aid facilities and trained employees (designated first-aid officer and fire warden) are available in the premises for immediate remedy

To achieve a safe environment, the College:

- Maintains a safe, clean and efficient environment via standard cleaning practices
- Stores/ disposes of waste according to council/ health authority requirements
- Cleans walls, floors and work surfaces as per health and safety standards
- Regularly checks on all training equipment for maintenance
- Refers equipment for repair as required
- Follows safe practices in handling and storing equipment
- Identifies fire hazards and taking precautions to prevent fire
- Recognises and reports all unsafe or potentially hazardous situations
- Investigates accidents, near misses and such occurrences
- Undertakes regular fire drills and records drill outcomes
- Provides first aid facilities
- Displays first aid and safety procedures in the College premises
- Keeps records of accidents and incidents

WH&S policies and procedures will be supported by other related policies and procedures of the College. Please refer to and be aware of the College's **critical incident policy** and **emergency and evacuation procedures**.

### **Vocational Education & Training Regulator Act 2011**

The National Vocational Education and Training Regulator Act 2011 prescribes the right of Australian Skills Quality Authority to register or accredit an National Vocational Regulator (NVR) Registered Training Organisation (NVR RTO), audit them, and apply sanctions for non-compliance. It also outlines the operational requirements for an RTO in terms of keeping appropriate administrative, marketing, financial and performance management systems.

As an ASQA-registered NVR RTO, the College is required to keep honest, accurate and detailed records of all operations, including student attendance and performance. Non-compliance in this regard may lead to de-registration of the College. Pacific College of Technology has systems in place to meet the requirements of the Vocational Education and Training Regulator Act 2011. Staff members are encouraged to learn more about VET quality framework esp. Information on NVR standards is available at [www.commlaw.gov.au](http://www.commlaw.gov.au).

### **Privacy Act 1988**

This Act requires the College to follow the 10 national privacy principles in the handling of personal information of students / employees and other confidential information obtained.

**Collection:** Collect only the information necessary and individuals will be told the purposes for which the information is collected.

**Use and disclosure:** Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.

**Data quality:** Take all reasonable steps to make sure that the personal information the College collects uses or discloses is accurate, complete and up to date.

**Data Security:** Take all reasonable steps to protect the personal information the College holds from misuse and loss and from unauthorised access, modification or disclosure.

**Openness:** Document how the College manages personal information and when asked by an individual, will explain the information it holds, for what purpose and how it collects, holds, uses and discloses the information.

**Access and correction:** The individual will be given access to the information held except to the extent that prescribed exceptions apply. Information errors described by individuals will be corrected and updated where appropriate.

**Unique Identifiers:** Commonwealth Government identifiers (Medicare number or tax file number) will only be used for the purposes for which they were issued. The College will not assign unique identifiers except where necessary to carry out their functions efficiently.

**Anonymity:** Wherever possible, the organisation will provide the opportunity for individuals to interact with them without identifying themselves.

**Trans border Data Flows:** The individual's privacy protection applies to the transfer of personal information out of Australia.

**Sensitive Information:** Seek the consent of an individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record.

### **Copyright laws**

All PCT staff and students must follow the provisions of the Copyright Act 1968. Infringement of copyright is not permissible. All staff and students should note the following conditions in relation to the copying or reproduction of materials:

- One may copy one or more articles in each issue of a newspaper or magazine relating to the same subject matter
- One may copy up to 10% of the number of pages in a collection of works, as long as the works being copied have not been separately published
- One must acknowledge the copyright holder by stating the title of the work, its author/artist, and the name of the publisher
- One must maintain a register of the copies being made
- Students may copy only up to 10% of a chapter of work
- While using any form of material that is copyrighted or subject to a copyright claim, staff must take reasonable steps to get prior approval from the concerned source

### **Disability Discrimination Act 1992**

This Act applies to the College and students in regard to working with differently disabled people whether they are students, trainers/assessors or staff. The College must act to prohibit discrimination, including indirect discrimination and harassment, on the basis of disability and enable complaints to be lodged by or on behalf of a person

who believes there has been discrimination on the basis of having a disability or of being an associate of a person with a disability

Upon completion of orientation, new students will be required to sign an **induction form** that acknowledges that they understand and agree to comply with the student visa conditions and are aware of their rights and obligations as students at Pacific College of Technology.

## **ESOS Framework**

Australia has a reputation as a safe, progressive and dynamic place to study; and PCT strives to maintain this reputation by providing quality education and consumer protection specifically developed for overseas students.

The **Education Services for Overseas Students (ESOS) Act 2000** and associated legislation is the legal framework governing the responsibility of education institutions towards overseas students. These laws set out the rights and responsibilities of overseas students. The ESOS framework sets out standards for Australian education providers offering education services to overseas students. These standards cover a range of information students have a right to know and services that must be offered.

The **Department of Education** is responsible for administering the ESOS Act and its associated instruments.

The ESOS framework protects students' rights by ensuring the following:

- Right to receive information about the courses, fees, modes of study and other information from the provider prior to the enrolment
- Right to sign a written student acceptance agreement with the provider before or as fees are paid, setting out the services to be provided, fees payable and information about refunds of course tuition fees
- Right to get the education paid for (the ESOS framework includes consumer protection that allows students to receive a refund or be placed in another course if the provider defaults in providing the course)

Services/ provisions offered include:

- Appropriate induction and access to welfare services to help students study and adjust to life in Australia
- Information about recognition of prior learning (RPL)
- Situations in which enrolment can be deferred, suspended or cancelled
- What the provider's requirements are for satisfactory progress in courses and what support is available if not progressing well
- A complaints and appeals process
- Prohibiting another education provider from enrolling a student who wants to transfer to another course, but has not completed 6 months of the principal course of study the student planned to undertake in Australia (prior to 6 months' students need provider's permission)

Overseas students on a student visa have the following responsibilities:

- Comply with student visa conditions at all times
- Maintain your Overseas Student Health Cover (OSHC) for the period of stay
- Abide by the terms of the student acceptance contract with Pacific College of Technology
- Inform Pacific College of Technology of change of address and contact details
- Maintain satisfactory course progress and attendance
- If you are under 18, maintain approved accommodation, support and general welfare arrangements

## Change of Education Provider

Students who are enrolled in their principal course at the College and have been studying for more than 6 months do not require a release letter. Students are restricted from transferring to another Australian education provider if they have not yet completed 6 calendar months of study in their principal program. If a student is enrolled in more than one program, the principal program is the final program of a packaged offer. Students who wish to transfer before completing 6 calendar months of study in their principal program must apply in writing to **student services** for a release letter. This will only be allowed if:

- Pacific College of Technology has cancelled or ceased to offer the course
- Sanctions imposed on the College by the Australian government prevent the student from continuing in the course
- Any government sponsor of the student deems that the transfer is in the best interest of the student and has provided written support for the transfer
- The College is satisfied that exceptional circumstances apply to the student's situation
- In order to be considered for release, the student must provide a valid offer of enrolment from another registered provider

Where students are under 18 years of age, the College will provide a letter of release only when there is a written confirmation from the student's parent or legal guardian supporting the transfer, and where the student is not being cared for in Australia by a parent or suitable nominated guardian, the new enrolment offer should also confirm that the registered provider will accept responsibility for approving the student's accommodation, support and general welfare arrangements.

The Principal will make the final decision on whether to grant a letter of release to any student and may ask for evidence to substantiate the transfer. The letter of release when granted will be issued at no cost to the student.

The approval of transfer of a student to another institution does not indicate the agreement to provide a refund. For more information on costs, please refer to the College's **fees, refund and other charges policy**.

## Access & Equity: Special Needs Assessment

The Student Contact Officer (SCO) will ask students if they have any special needs relating to Language, Literacy and Numeracy (LLN) or any other areas to complete their study successfully.



## Recognition of Prior Learning (RPL) /Advanced Standing

Pacific College of Technology recognises students may already have knowledge and skills from life and work experience, previous courses and training, or self-taught knowledge and skills. If a student can provide evidence that he/she already has the relevant skills and knowledge, he/she may be able to use this to gain recognition for all or part of a course via Recognition of Prior Learning (RPL). To provide fair and equitable processes for RPL, the College will ensure:

- It implements and maintains policies and procedures for RPL
- RPL is offered to all students on enrolment and that RPL processes are structured to minimize time and cost to applicants
- Adequate information and support to applicants to gather reliable evidence to support their claim

This policy applies to all students seeking skills recognition through RPL/ Advanced Standing/Credit Transfer at Pacific College of Technology. This policy satisfies the requirements of RTO Standards 2015 in relation to Recognition of Prior Learning and in relation to credit transfer of the standards for NVR Registered Training Organisations of the National Vocational Education and Training Regulator Act 2011. The Director of Studies will review this policy annually, or in case of legislative changes requiring amendments.

### Definitions

- Credit Transfer/Advanced Standing allows students to receive an agreed amount of credit for previous learning which is considered to be equivalent in content and learning outcomes to his/her nominated course. Advanced standing relates to exemption from parts of a course or Unit of Competence on the basis of Skills Recognition.
- RPL allows students to be granted credit based on an assessment of their previous learning and unique experience, if there are equivalent outcomes.
- CoE is a Confirmation of Enrolment issued through PRISMS
- PRISMS are the acronym of Provider Registration and International Student Management System.

### Procedures

- The Director of Studies (DoS) or his delegate will assess eligibility for credit transfer based on the procedures described on this policy document.
- Students are made aware that the College offers skills recognition via the enrolment process and via the College website.
- An assessment fee may apply for processing an RPL application unless already covered by the course fee or government funded program. There is no assessment fee charged for processing a credit transfer/ advanced standing application. RPL administration fee (non-refundable) is payable for all RPL applications. (Refer to fees and charges section).



- Students are advised of credit transfer/RPL possibilities prior to enrolment and are encouraged to submit authenticated and detailed documentation, including course transcripts, certificates, and letters of reference at that time.

### **Advanced standing/Credit transfer procedure**

- As per RTO Standards 2015 students holding qualifications and statements of attainment that are part of the AQF are eligible for national recognition. For the qualification to be recognized, it must be granted from a training provider that is registered by a state/ territory body as an RTO or was registered at the time the qualification or statement of attainment was issued.
- Credit transfer is a process to determine whether an initial course or subject is the same or equivalent to a unit or units in a destination course. Generally, this will be on a unit code for code basis, making sure that the main component of the code is the same, yet the lettered version identifier may be different as long as the unit is deemed equivalent. The determination is based on whether the initial course or subject is equivalent to the required learning outcomes/competency outcomes in the destination unit.
- Students applying for credit transfer must apply by submitting an **RPL or advanced standing/ credit transfer application form** (signed by the student) and a certified copy of their qualification and complete academic transcript.
- Where the academic transcript shows national unit codes and unit names, advanced standing (based on direct mapping) will automatically be given for each unit listed on the transcript that is part of the course the student is applying for or studying provided that the student's ability is listed as competent or described by a similar term signifying the unit has been completed successfully.
- The applicant's signed **credit transfer application form** and copies of supporting documentation will be assessed and approved or rejected by the DoS.

### **Recognition of Prior Learning**

- Applications for RPL assessment must be formally requested using the College's **RPL Application Form**.
- Once the initial application and supporting documentation has been received by the College, the DoS allocates an appropriate assessor to organise an initial interview with the applicant at a mutually agreed date, time and location.
- At the interview, the DoS asks about the applicant's prior learning. The applicant is provided with detailed information for the qualification or unit/s of competence they are applying, including guidelines to follow and documents they need to collate as part of their portfolio of evidence.
- Once the applicant has compiled their portfolio of evidence, they meet with the DoS again to answer any competency questions, not already covered at the initial interview, and undertake a practical skills assessment in a practical environment to ensure they meet the required benchmark, as specified in the unit/s of competence. This practical assessment is documented by the assessor and retained as evidence. The DoS ensures that evidence is authentic, valid, reliable, current and sufficient.
- When the process is completed, results are checked and authorised through an **approved RPL form** and communicated verbally to the applicant and followed up in writing.
- If the application is rejected, the student may choose to:

- a. request further assessment;
  - b. re-apply providing additional information and evidence; or
  - c. appeal the decision, via the complaints and appeals process.
- The RPL application, copies of evidence, supporting documentation and final results are placed in the student's file and retained in accordance with the College's archiving, retention and retrieval guidelines for student records.

### **Implications of RPL on student visa**

- If the student is applying from overseas and entering Australia on a student visa, the duration of study shown in the CoE must be reduced according to the number of units the student will not be studying due to advanced standing.
- Where RPL is granted after the issue of a visa, the resulting change of course duration will be reported to the Department of Home Affairs via the Provider Registration and International Students Management System (PRISMS). This may affect student visa and students will be advised to contact Department of Home Affairs for further information.
- Where Credit Transfer or RPL is granted after the issue of a visa, the reduction in course duration will be reported via PRISMS within 14 working days and a new CoE will be issued.
- The College will review the student's study load, and if necessary, the College may require the student to study additional units to comply with full time study requirements (20 hours per week).

## **Deferral, Suspension or Cancellation of Enrolment**

The National Code of Practice 2018 (Standard 9) and ESOS Act (Section 19) requires the College to document the procedures for assessing, approving, reporting and recording the processes for deferring, suspending or cancelling a student's enrolment. This section describes the processes at Pacific College of Technology.

A student's enrolment or study can be deferred or suspended either on the initiation of the student or on the initiation of the College.

### **Initiated by the student**

The College recognizes that there are situations where a student's study has to be postponed for some time. Students on a student visa may only defer or suspend studies on the grounds of compassionate and/or compelling circumstances. The College may temporarily suspend the enrolment or study on the request of the student if there are appropriate and sufficient documentary evidences provided by the students to indicate that he/she needs to temporarily defer or suspend the study because of:

- Compelling circumstances beyond the control of the student
- Compassionate circumstances like bereavement or natural disaster
- Severe illness or disability evidenced by medical certificates
- Political or natural events that affect student's capacity to continue study

Overseas students on a student visa who require absence exceeding 6 months must withdraw from the program. A student who does not want to continue study in the College may cancel their enrolment. If the student wishes to do so, they should request

withdrawal from the course by filling in a **course variation form**. All deferment or cancellation is subject to approval from the **accounts department** and **student services** and is pending settlement of outstanding fees. If the student requests for a deferment of a term prior to the start of the term and his request is approved, the fees paid for the term will be transferred to the next term. However, fees will not be refunded if the student subsequently withdraws.

### **Initiated by the College**

The College may instigate suspension or cancellation of a student's enrolment or study on any of the following grounds:

- Not complying with or meeting the disciplinary requirements of the College
- Unsatisfactory course progress
- Unsatisfactory attendance
- Academic misconduct and/or plagiarism
- Inability to meet visa conditions
- Alleged bullying and victimization to others
- Failure to meet unit or course requirements including pre-requisites
- Failure to pay fees

### **Procedures for deferring, suspending or cancelling**

Prior to enrolment, students will be advised that in all situations of deferment, suspension or cancellation their existing visa status might be affected.

When the suspension or cancellation is not initiated by the student or where it is initiated by the College, the concerned students will be informed in advance about the College's intention to suspend or cancel their enrolment and they will have 20 working days to avail the College's internal appeal process. If the student accessed the College's internal complaints and appeal process, the suspension or cancellation of the student's enrolment or study cannot take effect until the internal process is exhausted, unless extenuating circumstances relating to the welfare of the student apply.

### **Where a student initiates deferment, suspension or cancellation**

- The student must fill out and submit a **course variation form** to the SCO
- The application and completed form must be supported by necessary evidence to justify the claimed grounds of deferment, suspension or cancellation and all current outstanding dues should have been settled
- The SCO will review the application and investigate, if required
- The SCO will forward the application to the Principal for recommendations as appropriate
- The Principal will make a decision and the SCO will inform the student of the outcome of his /her application
- The SCO advises the student of the likely impact of the decision (if the decision was in favour of the student's application) on their student visa
- If the deferment, suspension or cancellation is granted, the College will also notify the Secretary of the Department of Education via PRISMS within 14 days of the event and as required under the Section 19 of the ESOS Act

- A copy of all documents linked to the process of deferment, suspension or cancellation is kept in the concerned student's file

The College will allow a student to defer his/her course for a maximum period of 6 months.

### **Where the College initiates suspension or cancellation**

- The College advises the student about its intention to suspend or cancel his/her enrolment by sending a SMS, email or through a letter. This letter highlights the reason/s for such intention
- In the **letter of intention**, the opportunity to appeal within 20 working days will be provided and an **appeal form** will be attached with the letter
- When a student appeals, the documented complaints and appeal procedures will be followed
- If the student does not appeal within 20 working days, the SCO advises the Principal to suspend or cancel enrolment. The College will also notify the Secretary of the Department of Education via PRISMS within 14 days as required under Section 19 of the ESOS Act
- The SCO advises the student of the likely impact of the decision on their student visa
- A copy of all documents linked to deferment, suspension or cancellation is kept in the student's file

### **Re-enrolment after cancellation**

If the student wants to continue and complete his/her study at this College, he/she may apply at a later date with sufficient justification to be able to gain re-enrolment. Re-enrolment of the cancelled student will depend on the discretion of the Principal.

### **Withdrawal**

A student can withdraw or discontinue studies by following the withdrawal procedure. If a student is withdrawing to transfer to another provider, they must meet the requirements of the National Code 2018, Standard 7 and therefore cannot withdraw from the course (if this is the principal course) prior to completing 6 months of study with the College. The student must also clear the dues (fees and College materials such as library books etc) with the **accounts department** 28 days prior to the term commencement date. If it is less than 28 days, the College will require full payment of the term tuition fee.

If a student wishes to withdraw and qualifies, they must complete and submit a **course variation form**. There is no obligation on the part of the College to re-enrol any student who has withdrawn from their course. A student who has withdrawn may re-apply at a later date, subject to any relevant restrictions on their visa status that may apply at that stage. Any such re-application will be considered through the normal application processes.

### **Inactive withdrawal**

If the student doesn't return to the College after the elapse of the deferral period, the College will send a notice to attend the College. If the student fails to do so, the College may cancel the enrolment and return to PRISMS.

Overseas students may impact their student visa when a deferment, suspension, cancellation or withdrawal is made in their study. They should seek advice from Department of Home Affairs or their migration/ education agent for further options.

### **Procedures for approving leave of absence**

Standard 9 of the National Code states that providers must have documented procedures for assessing, approving and recording a deferment or suspension of study. Providers must inform the student that deferment, suspension or cancellation of enrolment may affect his or her student visa. This procedure outlines the circumstances for the application, assessment and approval of the leave of absence when instigated by either student or registered. This procedure applies to all international students studying at Pacific College of Technology.

### **Procedures for applying for leave of absence**

A short term leave from studies will normally not affect the length of a student's visa. Students who wish to take leave from studies during a term e.g. leave to visit their home country, must apply for leave from studies prior to taking said leave unless circumstances out of the control of the student prevent this from occurring. The student must obtain a written letter from the College regarding the approved leave of absence.

When assessing a short term leave from studies application, **student services** must consider the number of classes the student will miss during the leave from studies period and how it will affect the student's results at the end of the term. Assessment of a short term leave from studies application is also assessed under the compassionate or compelling definition. The following table summarizes the steps:

Steps	Designated PCT Staff	Description
Request for Leave of Absence for a full term or longer	Principal	Must be in writing using the <b>course variation form</b> . The student must be present in person to apply for leave of absence or authorize a legal representative to do so.
Assessment for Leave of Absence from the Term	Student Services	Must be in writing using the <b>leave/deferment request form</b> . The student must be present in person to apply for leave of absence or authorize legal representative to do so. Approval can only be given in accordance with defined compassionate or compelling circumstances. Where a student wishes to take a break from their studies but does not have compassionate or compelling circumstances the student will need to withdraw and re-apply when they are ready to return to study.

Approval / Decline of Leave of Studies	Student Services	If a student requests for a leave of absence of more than 2 weeks, the student may need to apply for the deferment of the term and which may entail fees payable for the term.
Notification provided to student of decision	Student Services	Records are maintained of the provision of notification and information provided to student
<b>Note:</b> Students should check with Department of Home Affairs before applying for leave of studies or withdrawing from all studies. While the College may allow a leave of absence for more than 6 months Department of Home Affairs may not recognize it and act to cancel the student's visa.		

For the purpose of this policy, **compassionate or compelling circumstances** means:

- Where a student does not receive their student visa in time to arrive at College to commence study
- Serious illness or injury – where a medical certificate states the student was unable to attend classes
- Bereavement of close family members such as parents or grandparents (death certificate to be provided)
- Major political upheaval or natural disaster in the student's home country that impacts the student's studies or requires emergency travel
- A traumatic experience i.e. involvement in or witnessing of a serious crime or accident and this has impacted on the student (police or psychologist's report to be provided)
- Where the College was unable to offer a pre-requisite course/unit
- Other reasons may be considered but must have documentary evidence to support the claim

N.B.: The student visa requires students to have access to funds to cover tuition fees and cost of living for the duration of their student visa. Deferral due to lack of funds is not accepted by Department of Home Affairs as a compassionate or compelling circumstance to defer a term.

## Fees & Charges Policy

Students are required to pay the application fee, tuition fee, OSHC fee, optional fee as mentioned in the **offer of admission** and other charges outlined in the **offer of admission** and **student acceptance contract**. If this agreement is cancelled or changed at any time, the new fee structure at that time will apply to the new offer letter.

Students wishing to accept an **offer of admission** to a course must pay the application fee, first term tuition fee, OSHC fee and other optional fees as mentioned in the **offer of admission**, if applicable. The balance of tuition fees is payable as an installment 28 days prior to the term start date.

Total tuition fee means the total course fee for a proposed course and does not cover the cost of additional materials, stationery and other administration charges. Students



must pay the charges for general documents requested to receive the services as outlined in the **student acceptance contract**.

### **Tuition fee payment**

- Students must pay their fees 28 calendar days prior to the start of each term
- A reminder and an invoice will be sent to all continuing students 14 days prior to the fee due date
- Where a student enrolls within 28 days of the start of their course, they must pay their tuition fees at the time of enrolment
- Students who have paid their fees in advance will be automatically enrolled as continuing students. However, they still need to register for each term 1 week prior to the start of the term to confirm their class timetable
- Students who do not pay their tuition fees (or contact the accounts department in writing) 14 days prior to their next term study period will be sent a reminder notice providing them a chance to pay and enrol with a late payment fee of AUD 100 up until 14 days prior to their next term study period
- Students who do not pay their tuition fees prior to 14 days of their next term study period will be sent a reminder notice providing them a further opportunity to enrol by paying a late payment fee of AUD 300, and giving them 2 weeks to do so.
- Students who do not pay prior to their next term study period will be sent a final warning letter by the College stating intention to report the student to Department of Home Affairs for non-payment of tuition fees and inviting the student to access the College's appeals policy and procedure if they have genuine reasons for not being reported to Department of Home Affairs via PRISMS
- Students who do not respond to this warning letter within 20 days will be reported to Department of Home Affairs via PRISMS
- Students who access the College's **appeals policy and procedure** will not be reported to DIB until the appeals process is complete. If the appeals process is successful, the student will be allowed to continue their study. However, if the appeals process is unsuccessful, the student will be reported to Department of Home Affairs via PRISMS

### **Extension of due dates**

- A fee extension of payment is not a right but a privilege that may be offered at the discretion of the College to students in extenuating circumstances. This may be possible for students who are suffering extreme hardship and difficulty in meeting payment terms as outlined in their agreement. A fee payment extension is available for up to the first week of term start date.
- Students need to duly complete and submit a **tuition fee payment plan form** which is available at the **accounts department**.
- Upon receiving the completed form with the supporting evidence documents, the accounts department will forward the forms with the student's accounts record to the Principal. The Principal will make the final decision on the application and the student will be informed of the outcome within 5 working days of the application date.



- Students must adhere to the payment plan submitted in the **tuition fee payment plan form**. Without exceptional circumstances, late payment by more than 7 days will result in the student's enrolment being cancelled for non-payment of fees.

### **Payment methods**

Fees and charges may be paid by cheque, electronic fund transfer, credit card and debit card or (in limited circumstances) by cash.

- **Cheques** (Personal or Bank) must be made out to Pacific College of Technology and submitted to the **accounts department** or mailed to Pacific College of Technology Level 1, 91-95 Rawson Street Auburn, Sydney NSW 2144 Australia. Should a cheque bounce, the student will be charged a \$35 penalty fee. Late fees are charged as per procedures.
- Electronic Fund Transfer (**EFT Transfer**) is available with the following details:

Account Name: Pacific College of Technology

Bank Name: Commonwealth Bank of Australia

BSB No: 062-033 Account No: 10206936

Swift Code: CTBAAU2S

Reference: Student ID and if space allows followed by first name and family name.

- **Debit cards** incur no processing charge.
- **Credit cards** (Visa, MasterCard and American Express) can be used by completing a **credit card authorisation form** available from the accounts department. An additional surcharge of 2.0% applies for Visa and MasterCard and 3.0% for American Express card.
- **Cash** payments are accepted, but students are encouraged to pay via the bank. The College may accept cash in limited circumstances (i.e.: if student has requested it in advance. Coins are not accepted.)

**Tuition fees\***

<b>Courses</b>	<b>Duration</b>	<b>Tuition Fee*</b>
<b>Accounting</b>		
Advanced Diploma of Accounting - FNS60215	52weeks	\$ 10,000
Diploma of Accounting - FNS50215	52weeks	\$ 10,000
Certificate IV in Accounting - FNS40615	52 weeks	\$ 10,000
<b>Business and Management</b>		
Advanced Diploma of Leadership and Management - BSB61015	52 weeks	\$ 10,000
Diploma of Business Administration - BSB50415	52 weeks	\$ 10,000
Certificate IV in Business Administration - BSB40515	26 weeks	\$ 5,000
<b>Marketing and Human Resources</b>		
Diploma of Marketing and Communication - BSB52415	52 weeks	\$ 10,000
Certificate IV in Marketing and Communication - BSB42415	52 weeks	\$ 10,000
Diploma of Human Resources Management - BSB50615	78 weeks	\$ 15,000
<b>Information Technology</b>		
Advanced Diploma of Network Security - ICA60215	52 weeks	\$ 10,000
Diploma of Information Technology Networking - ICA50415	52 weeks	\$ 10,000
Certificate IV in Information Technology Networking - ICA40415	52 weeks	\$ 10,000

**Administration & service charges\***

Description	Form Type/ Contact Office	Charges*
Application (non-refundable)	Offer letter	\$150
Interim transcript	Form A	1 <sup>st</sup> copy is free, thereafter \$25
Reference letter	Form A	\$15
Student ID card	Form A	1 <sup>st</sup> copy is free, thereafter \$20
Release letter	Form A	No charge
Statement of Attainment	Form A	1 <sup>st</sup> copy is free, thereafter \$50
Testamur and final transcript	Form A	1 <sup>st</sup> copy is free, thereafter \$100
Request for class section change	Form B	No charge
Leave application	Form B	No charge
Change of course	Form C	\$175
Change of commencement date/ Deferral of the course	Form C	\$175 (if overseas, 1st change is free)
RPL administration (compulsory)	Form C	\$100
Application for RPL direct mapping	Form C	No charge
RPL assessment	Form C	\$150 per unit
Withdrawal/ cancellation/ course transfer 28 days prior to term start (conditions apply for the principal course of study)	Form C	Charges vary
Re-issue CoE	Form C	\$175
Administration fee refund	Tuition fee refund form	\$200
Re-assessment	Request for re- assessment form	No charge if re-attempted before result reporting by the trainer, if not, \$200 per unit
Appeal of assessment/ reassessment	Appeal form	No charges apply
Printing	Reception	10 cents per B/W page - \$5 vouchers available from Reception
Airport pickup	Airport pickup form	\$200
Accommodation placement	Accommodation placement form	\$200
Materials	Accounts Dept.	\$60 per term
OSHC (see Accounts Dept. for details)	Accounts Dept.	Refer to AHM
MasterCard & Visa Card payment	Accounts Dept.	2% of value of transaction
American Express payment	Accounts Dept.	3% of value of transaction
Debit card/ bank card payment	Accounts Dept.	No Charges
Late payment of fees (2 weeks after due date)	Accounts Dept.	\$100
Late payment of fees (2 weeks after due date)	Accounts Dept.	\$300
Late registration (after term commencement date)	Accounts Dept.	\$100

\* Charges are valid as at **21 March 2017**. All fees are in Australian Dollars, and are subject to change without notice. Please contact Accounts Dept. for current fees.

## Cancellation & Refund Policy

### **A - Tuition fee refund policy – application process**

In line with the Commonwealth ESOS Act (2000), and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (the National Code 2018), Pacific College of Technology (PCT) recognises that there are times when a student will require a valid refund of tuition fees paid in advance of study. The following procedures apply to **all applications** for refund:

1. Any and all applications for a refund of tuition fees by a student (or payer of the student's tuition fees) must be submitted to PCT in writing, using the **tuition fee refund form** available on the PCT website [www.pct.edu.au](http://www.pct.edu.au) or at **reception**.
2. All application fees, Recognition of Prior Learning fees, re-assessment fees and student services fees are non-refundable if incurred before the date of application for refund.
3. All applications for refund of tuition fees will be acknowledged by PCT within 7 days of lodgement of the application.
4. All applications for refund of paid tuition fees by a student (or payer of the student's tuition fees) will be finalised within 28 days of lodgement of the application. Incomplete refund applications may be delayed beyond 28 days.
5. All tuition fee refunds must be approved by the Principal, before any refund is actually paid.
6. Where tuition fees have been paid by a third party on the student's behalf, PCT reserves the right to notify that person that a request of refund has been made by the student.
7. Any and all refunds approved by PCT will be made payable back to the original payer from whom the tuition fees were received on behalf of the student. Such refunds are paid in Australian dollars (AUD) only.
8. PCT takes no responsibility or liability for variance in refund amounts paid due to foreign exchange rate fluctuations or bank fees and charges that are levied by banking institutions.
9. If an application for refund of paid tuition fees is declined by PCT, then PCT will notify the applicant of the decision to decline the refund in writing within 28 days of receiving the refund application, and will outline the reasons for the decision.
10. Refund applications declined by PCT are subject to an internal appeal to the Principal. All appeals must be made in writing and addressed to the Principal within 28 days of receiving written notification of the refund application being declined.
11. The denial of a refund under this policy or the accessing of PCT's internal appeals process does not remove the right of the student to take further action or to pursue other legal remedies under Australian consumer protection laws.

### **B - Tuition fee refund policy –general refunds**

In line with current legislative requirements and the General Application process, any payable refunds will be subject to the following clauses under PCT's General Refund provisions:

1. If a student is seeking a refund for enrolment in the principal (main) course of study, as applied for on their current student visa, then the student will not be eligible for a

- refund for any tuition fees paid for the first 6 months of the principal course. Any additional tuition fees, paid beyond the first 6 months that are deemed refundable will be payable back to the student minus any applicable deductions\*.
2. If a student requests a refund from their course of study, more than 28 days before the starting date of the next term of study, PCT will refund the defaulting student's paid tuition fees in full, minus any applicable deductions\*\*.
  3. If a student withdraws from study less than 28 days before the starting date of the student's next term of study, the student will forfeit 50% of their payable tuition fees, for that term. PCT will refund any remaining tuition fees paid for additional terms thereafter, minus any applicable deductions\*.
  4. No refund will be given to any student who withdraws from their course of study after the term's commencement date. Any additional tuition fees paid beyond the current term, that are deemed refundable, are payable back to the student minus any applicable deductions\*.
  5. If an offshore student's application for a student visa is rejected prior to commencement of their enrolled course of study, the student will be eligible, upon application to PCT, for a full refund of paid tuition fees subject to the deduction of a \$150 non-refundable application fee and \$200 refund administration fee. For the refund application to be approved, the student must provide a certified copy of Department of Home Affairs' visa application rejection letter.
  6. If a student holds a valid student visa at the time of enrolment with PCT but, after commencing their course, the visa expires and a subsequent visa application is applied for and rejected, the student will be eligible to apply for a refund for any tuition fees paid to PCT on a pro-rata basis (calculated on a weekly basis as per the PCT term calendar) minus any applicable deductions\*. For the refund application to be approved, the student must provide a certified copy of Department of Home Affairs visa application rejection letter.
  7. If a student transfers to a second PCT course without completing the first course, the student is not eligible for a refund of the first tuition fees. The tuition fee paid for the current 6 month period of the first course will be credited on a pro-rata basis towards the tuition fee of the second course. All other tuition fees paid toward the current 6-month period of the first course will be credited in full towards the tuition fee of the second course. If the credited amount is greater than the total cost of the second amount, the difference will be refunded within 28 days of commencement of the second course.

In the event that either the student or PCT defaults on their legal obligations under the above mentioned legislation or the **student acceptance contract**, then the above refund policies under Section B will not apply and students should refer to Section C or Section D.

### **C - Tuition fee refund policy – student default**

Under s27 and s28 of the Commonwealth ESOS Act (2000), an education provider may refuse to provide or continue providing a course of study to a student in one or more of the following circumstances:

- The student failed to pay an amount he or she was liable to pay to the provider, directly or indirectly, in order to undertake the course
- The student breached a condition of his or her student visa
- Misbehaviour by the student

In the event that PCT refuses to provide or continue to provide a student a course of study due to one or more of the above circumstances, the student's actions will be deemed to be a student default, and will automatically be taken as such by PCT unless otherwise advised in writing. If a student defaults in this way and then requests a refund of fees paid to PCT, the defaulting student may be eligible for a refund of paid tuition fees, subject to the following conditions (in conjunction with Section A):

1. Any unspent tuition fees that are deemed refundable will be returned to the defaulting student (or payer of the student's tuition fees) within 28 days of a valid refund request being approved by PCT. Any payable refunds will automatically be subject to clauses 2 – 4 under this student default section.
2. No refund will be given to any defaulting student who withdraws from their course of study after the commencement date of their current term for that term. Any additional tuition fees that have been paid beyond the current term that are deemed refundable will be payable back to the student minus any applicable deductions.\*
3. If a defaulting student's enrolment is cancelled due to a breach of their visa conditions, (e.g.: not meeting the minimum legislative requirements for course attendance or satisfactory course progress) there will be no refund of course tuition fees for the term. Any additional tuition fees that have been paid beyond the current term that are deemed refundable will be payable back to the student minus any applicable deductions\*.
4. No refund for the term tuition fees will be given to any student who is suspended and/or expelled in that term for breaching PCT's rules and/or Code of Conduct as outlined in the Student Handbook and College website.

#### **D - Tuition fee refund policy – College default**

Under the Commonwealth ESOS Act (2000), PCT is deemed to have defaulted on its obligations to its students if the course offered does not start on the agreed starting day or the course stops being provided after the start date and before it is completed or the course is not provided fully to the student because PCT has had a sanction imposed. In the event that PCT defaults on the basis of any of the above circumstances, the following procedures will take effect, subject to any of relevant policies as mentioned above:

1. Any student affected by a default by PCT will first be offered enrolment in an alternative PCT course at no extra cost. This offer is subject to and in line with existing student visa conditions and requirements. If the student accepts the offer of enrolment in an alternative PCT course, the student will be issued a new Letter of Offer and Written Agreement within 14 days of the date of default. If the student does not accept PCT's offer, the full refund of unspent tuition fees will be paid within 14 days of the date of default.
2. No refund administration fee will be charged for any refunds due to PCT default.
3. Within 14 days, PCT will provide the student a written statement explaining how the refund amount has been calculated.
4. In the unlikely event that PCT is unable to provide a refund or place the student in an alternative PCT course, tuition protection scheme (TPS) administered by the Commonwealth will place the student in a suitable alternative course at no extra cost to the student.

5. In the event that TPS cannot place the student in a suitable alternative course or this is not acceptable to the student, the TPS will pay a refund as calculated by the TPS Fund Manager. Please refer to [www.aei.gov.au](http://www.aei.gov.au) for more information on TPS.

### **E -Accommodation fee refund**

The following applies to students who have paid an accommodation fee prior to or after arrival in Australia:

1. If a student cancels their arranged accommodation more than 14 days before arrival, any fees paid for accommodation will be refunded to the student, minus any applicable deductions passed on by the accommodation provider.
2. If a student cancels their arranged accommodation less than 14 days before arrival, the fees paid for accommodation will be refunded minus a cancellation fee equivalent to one week's accommodation, and any applicable deductions passed on by the accommodation provider.
3. Once in Australia, a student is required to give at least 28 days' notice of their intention to cancel their accommodation. No refund will be provided for the notice period unless mutually agreed in writing by the accommodation provider. Any refunds payable for periods after the 28 days will be refunded to the student, minus any applicable deductions passed on by the accommodation provider.

\* Applicable Deductions – This refers to refund administration charges of \$200, non-refundable application fees of \$150, bank transfer fees (if applicable) or service charges that have been incurred by student on or before the date of refund application.



To aid better understanding, the following is a tuition fees refund summary.

Refund situation	Refund calculation	Deduction from refund amount	Documents required	Processing time
The College is in default e.g. unable to deliver the course	100% of unspent tuition fees or placement in another provider	<ul style="list-style-type: none"> <li>any prior applicable deductions</li> <li>bank charges where applicable</li> </ul>	<ul style="list-style-type: none"> <li>Tuition fee refund form</li> </ul>	14 days
Offshore student unable to get a visa	100% of paid tuition fees	<ul style="list-style-type: none"> <li>refund admin fee \$200</li> <li>application fee \$150</li> <li>bank charges where applicable</li> </ul>	<ul style="list-style-type: none"> <li>Department of Home Affairs visa application rejection letter</li> <li>Tuition fee refund form</li> </ul>	28 days
Onshore visa refusal to a continuing student at PCT	Pro-rata refund based on the commenced period	<ul style="list-style-type: none"> <li>refund admin fee \$200</li> <li>application fee \$150</li> <li>current term tuition fees</li> <li>bank charges where applicable</li> </ul>	<ul style="list-style-type: none"> <li>Department of Home Affairs visa application rejection letter</li> <li>Tuition fee refund form</li> </ul>	28 days
Student withdraws from the course 28 days prior to course start date	Unspent tuition fees	<ul style="list-style-type: none"> <li>refund admin fee \$200</li> <li>application fee \$150</li> <li>bank charges where applicable</li> </ul>	<ul style="list-style-type: none"> <li>Tuition fee refund form</li> <li>Withdrawal form</li> <li>Supporting documents</li> </ul>	28 days
Student withdraws from the course less than 28 days before course start date	50% of paid term tuition fees	<ul style="list-style-type: none"> <li>refund admin fee \$200</li> <li>application fee \$150</li> <li>bank charges where applicable</li> </ul>	<ul style="list-style-type: none"> <li>Tuition fee refund form</li> <li>Withdrawal form</li> <li>Supporting documents</li> </ul>	28 days
Student withdraws from the course after the term has started	Forfeiture of fees for the commenced term and full refund if paid for the next term	<ul style="list-style-type: none"> <li>refund admin fee \$200</li> <li>application fee \$150</li> <li>bank charges where applicable</li> </ul>	<ul style="list-style-type: none"> <li>Tuition fee refund form</li> <li>Withdrawal form</li> <li>Supporting documents</li> </ul>	28 days
Student withdraws from the principal course of study before completing first 6 months at PCT	No refund for tuition fees paid up to first 6 months / a refund of any fees paid for after the 6 month period onward.	<ul style="list-style-type: none"> <li>refund admin fee \$200</li> <li>application fee \$150</li> <li>bank charges where applicable</li> </ul>	<ul style="list-style-type: none"> <li>Tuition fee refund form</li> <li>Withdrawal form</li> <li>Supporting documents</li> </ul>	28 days
Student's CoE cancelled due to a breach of visa conditions	Forfeiture of fees for commenced term	<ul style="list-style-type: none"> <li>refund admin fee \$200</li> <li>application fee \$150</li> <li>bank charges where applicable</li> </ul>	<ul style="list-style-type: none"> <li>Tuition fee refund form</li> </ul>	28 days

## Course Progress Policy

### Policy:

1. International students on student visas are required to meet and maintain satisfactory course progress and attendance requirements under visa condition 8202 and under Standard 8 of the *National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code)*.
2. *The National Code* requires that registered providers of VET courses must have a documented policy and process for monitoring and recording course progress for an overseas student.
3. By default, VET providers do not have to monitor attendance. However, they will have to monitor attendance if required as a condition of registration by the Education Services for Overseas Students (ESOS) agency. If an ESOS agency requires a VET provider to monitor attendance, it will notify the registered provider, and the minimum requirement for attendance is 80 per cent of the scheduled contact hours for the course.
4. Pacific College has implemented student attendance requirements to support course progression however students are reported via PRISMS for unsatisfactory course progression only.
5. Pacific College monitors students' progress in the course in which they are enrolled. The College will assess student's course progress every term. The College will identify 'at risk' students who are likely to 'fail' in meeting the course progress requirements and notify them of this situation, offering them counselling and assistance in completing course requirements.
6. In the case of a student failing to meet course progress requirements even after the provision of counselling and assistance, the College will notify them of intention to report them to the Department of Home Affairs for breach of student visa conditions and/or cancellation of their COE. Students will be advised that they may access the appeal process if they wish to and have 20 working days in order to do so.
7. If the student does access the appeal process, any reporting to Department of Home Affairs or cancellation of COE will be suspended until the outcome of the appeal process. If the outcome affirms the decision of the College, the College will proceed to report the breach to Department of Home Affairs and/or cancel COE via PRISMS. If the outcome affirms the appeal of the student, the student will be allowed to continue to study.

For the detailed explanation of the policy and procedure, students should consult the Student Contact Officer.

### Procedure:

#### The requirements of course progress

1. Students must be 'competent' in at least 50% of the units enrolled each term. Example: competent in 1 among 2 units enrolled or 3 among 5 enrolled.
2. To be competent in a unit, students must successfully complete all requirements of assessment for that unit.

3. If a student fails to achieve a 'competent' grade in any particular unit, they may elect to request re-assessment. Where necessity requires a student to undertake supplementary assessment in order to prove their competence, they must pay a "re-assessment fee".
4. If a student fails to achieve a 'competent' grade after re-assessment, the student will be allowed to repeat the unit in full. This repeat is only available for one time per unit and the student must pay a "repeat fee" as specified in the Administrative/services charges available at reception.
5. Ultimately, students must be deemed competent in at least 50% of enrolled units during any two terms period in order to be regarded as making satisfactory academic progress, and therefore able to continue their studies at Pacific College.

### **Monitoring and recording course progress**

The following procedure is implemented to assess course progress of the students enrolled in this college.

#### Ongoing progress monitoring

- i. Trainer/Assessors record performance of individuals as and when assessment takes place according to unit requirement.
- ii. These results are provided to the SCO.
- iii. The SCO compiles a list of 'at-risk' students and initiates intervention strategies by sending an SMS requesting that an appointment be made with the SCO.
- iv. Intervention strategies offering academic and personal counselling are put into action for each 'at-risk' students.
- v. Intervention strategies for each student are recorded in the student's hard copy file and in the database.
- vi. Effectiveness of the intervention strategy will also be recorded in the student's hardcopy file.
- vii. Any case management meeting will be recorded in the student's hard copy file.

#### End of term progress monitoring

- i. At the end of the term, the academic performance of every enrolled student is assessed by trainer/assessors. Results are provided to the SCO.
- ii. The SCO compiles a list of final warning students. Final warning students are students who were previously at-risk during the prior term and have failed to become competent in 50% of the units over the last two term period.
- iii. The SCO provides the list of final warning students to the Director of Studies.
- iv. The Director of Studies affirms that intervention strategies have been implemented but students have still not become competent in more than 50% of

units over the last two term period. The SCO will then follow reporting procedures via PRISMS.

## **1. Intervention Strategy**

1. The College will follow this intervention strategy to assist students with poor academic performance and course participation and who are at risk of failing to achieve satisfactory course progress.
  - i. Notification to student:
    - a. Verbal feedback and instruction by trainer/assessor
    - b. Notification by e-mail or SMS requesting that an appointment be made with the SCO
  - ii. An initial case management meeting is held between the student and SCO to address issues related to course progress and to discuss strategies for achieving satisfactory course progress. Strategies may include:
    - a. Provision of study skills support
    - b. English language support
    - c. Access to catch-up classes
    - d. Agreement on revised study plan
    - e. Suitability of course for student and change of course
    - f. Referral to counsellor (external)
    - g. Any other measures deemed appropriate
  - iii. Outcomes of the meeting shall be recorded in the student's record on diary section of RTOmanager. The dairy will acknowledge the following:
    - a. Proposed and agreed strategy for achieving satisfactory course progress
    - b. Information on failing to achieve satisfactory course progress and its implications on student visa has been provided
    - c. Information on appeals process has been provided

## **2. Completion within expected duration of study (course progression)**

- a) The College will monitor record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) The assessment of course progress at the end of each Term will include an assessment of whether the student's progress is such that they are expected to complete their course within the expected duration of the course.
- c) The College will only extend the duration of the student's study where the student will not complete their course within the expected duration due to:

- I. compassionate or compelling circumstances
- II. student participation in an intervention strategy as outlined above
- III. an approved deferment or suspension of study has been granted in accordance with the College's Deferral, Suspension and Cancellation Policy.

d) Where the College decides to extend the duration of the student's study, the College will report via PRISMS and/or issue a new COE if required.

### **3. Reporting to DIBP via PRISMS/Cancellation of COE**

- i. Students who fail to meet the course progress requirement after warning or intervention strategy will be sent a letter notifying them of the College's intention to report them to Department of Home Affairs by PRISMS.
- ii. Students will be given 20 working days to access the College appeals process.
- iii. Possible outcome of appeals process:
  - a. An error is made in calculation and the student is deemed to have made satisfactory course progress. The decision to report will be withdrawn and the student will be allowed to complete their study.
  - b. The student is deemed to have not made satisfactory course progress because of compelling and compassionate circumstances. The decision to report will be withdrawn and the student will be allowed to complete their study.
  - c. The appeals process rejects the claim of the student due to not fulfilling the circumstances described in i, or ii, and the student will be reported by the College to Department of Home Affairs.
- iv. If the student does not access the appeals process within 20 working days, the College will report the student to Department of Home Affairs via PRISMS.

## 4. Definitions

a) Compassionate or compelling circumstances - circumstances beyond the control of the student that are having an impact on the student's progress through a course. These could include:

- serious illness, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (with evidence of death a certificate if possible)
- major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies
- a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports)
- where the College was unable to offer a pre-requisite unit
- inability to begin studying on the course commencement date due to delay in receiving a student visa. For other circumstances to be considered as compassionate or compelling, evidence would need to be provided to show that these were having an impact on the student's progress through a course.

b) Expected duration – the length of time it takes to complete the course studying full-time. This is the same as the registered course duration on CRICOS.

c) Study period – Pacific College of Technology defines a “study period” for the purposes of monitoring course attendance and progress as a term

## Assessment & Appeals

All assessments developed under the auspices of the College will:

- Comply with the assessment guidelines included in the training package
- Provide for applicants to be informed of the context and purpose of the assessment and assessment process
- Focus on the application of knowledge and skills required in the workplace
- Involve the evaluation of sufficient evidence
- Provide for feedback to the student
- Provide for the provision of reassessment
- Are equitable to all people

All assessments developed under the auspices of the College must be developed in compliance with the following principles:

- **Validity** - Elements of competencies and types of evidence are defined to ensure that all assessments are valid and are undertaken by qualified assessors
- **Reliability** - Assessments are conducted using structured assessment processes to ensure consistency of approach
- **Fairness** - The structured approach provides for a fair, objective assessment and also allows for feedback and re-assessment, if required
- **Flexibility** - Assessment process can be adjusted to suit a student's needs (e.g.: shift work, timing of assessment, language/literacy requirements, special consideration for supplementary examination etc.)

The College uses a **competency assessment form (CAF)** for recording assessment outcomes of individual units of competency. This form needs to be signed by the assessor and student as well to acknowledge the feedback. The College may withhold results if the student fails to sign this document.

Students, who are dissatisfied with an assignment/test result or a final grade in a course, have the right to appeal the result no later than 2 weeks after receipt of results. All appeal results are final.

Appeals may be lodged via an informal approach to the SCO or Principal where they will review the case, make a decision and record it in the student file.

There is also a formal, written appeal submitted via an **appeal of assessment result form**. The form is placed in the student's file and the Principal will assign an independent assessor to examine the assessment materials. The outcome of the appeal is recorded in writing, including reasons for the decision and given to the student (with a copy placed in the student's file).

## Complaints & Appeals

### Complaints



Pacific College of Technology is committed to providing an environment where every student feels free to raise any issue or concern they may have. Students can discuss any matters relating to quality of teaching, student amenities, discrimination, delivery, assessment, or any other issue that may arise. We encourage everyone to keep an open mind and try to resolve problems through discussion and conciliation.

### **Appeals**

Appeal is the process students must follow when they are not satisfied with or feel disadvantaged by a decision made by the College on their behalf. The decision may be about fees refund, attendance, course progress, etc. PCT respects students' rights to have a decision reviewed and therefore has an established appeals process. If the student chooses to do this, the College will maintain the student's enrolment while the process is ongoing.

## **Steps in complaints/ appeals process**

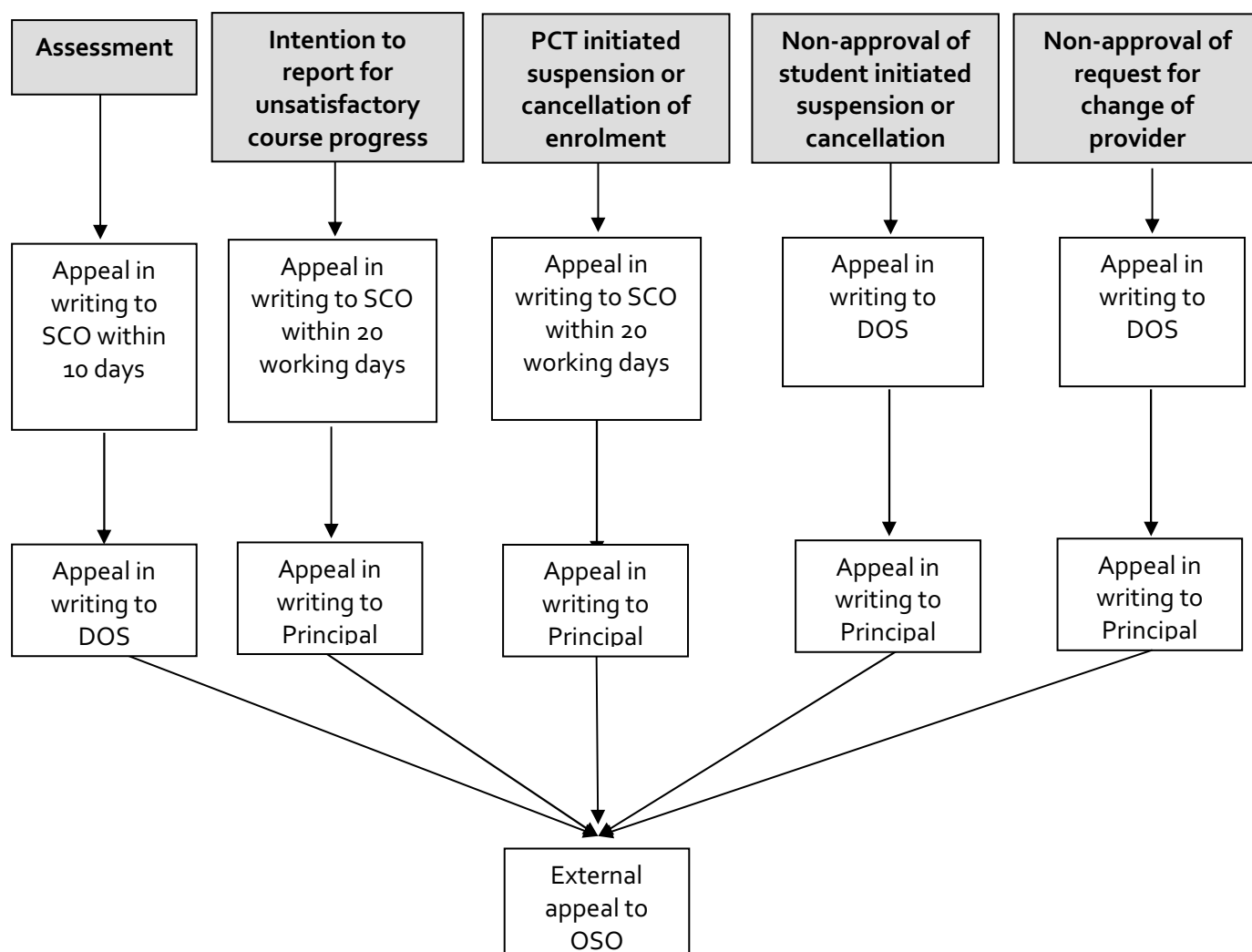
Students may ask for assistance or bring a person for support, if they wish, in all steps involved. Students may proceed to the next step only if the problem is still not resolved.

<b>Step 1</b>	Students should first approach the particular staff member involved, and attempt to resolve their concern directly, in an informal manner. Through reasonable consideration the staff member will try to resolve the student's concerns/appeals.
<b>Step 2</b>	Students may make an appointment to see a Student Contact Officer (SCO) who will assist in resolving the concern. Students may also choose to email <a href="mailto:complaints@pct.edu.au">complaints@pct.edu.au</a> or drop a written complaint in the Complaints Box at <b>reception</b> where it will be responded to quickly and discreetly to try to resolve the issue.
<b>Step 3</b>	If the student is still not satisfied, they may complete a <b>student complaints form</b> or <b>appeals form</b> and submit it to the Director of Studies (DoS) within 20 working days to take the complaint/appeals further. The College will then investigate and the DoS or Principal may organize a meeting with the parties involved to come up with a solution. The process shall begin within 10 working days of the formal lodgement of the complaint or appeal. The process is documented in a written statement of outcome including details and reasons for the decision. The decision will be taken as soon as practicable taking into consideration the student's visa duration and existing enrolment in the course.
<b>Step 4</b>	<p>If the student wishes to lodge an external appeal or complain about this decision, they can contact the Overseas Students Ombudsman - a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider.</p> <p><b>Overseas Students Ombudsman (OSO)</b>  GPO Box 442 Canberra ACT 2601  P:1300 362 072  E: <a href="mailto:ombudsman@ombudsman.gov.au">ombudsman@ombudsman.gov.au</a>  Website: <a href="http://www.oso.gov.au">www.oso.gov.au</a></p>

Complaints and decisions are reviewed at Pacific College of Technology's internal management meetings. In line with National Code 2018 (Standard 10), results of all complaints/appeals are communicated in writing to the student and a copy of this communication is also kept on file, both in the complaints register and in the student's individual file clearly stating the reasons for the decision and its outcomes.

## Appeals flow chart

The following chart shows avenues of appeal and respective response times.



## Code of conduct, attendance & discipline

Students are expected to abide by the terms and conditions of enrolment and the published rules and code of conduct of the College. Disciplinary procedures will be applied in the event of a breach of these rules.

All staff members are expected to apply the College's rules and policies fairly and without favour; however, if a student considers that this has not occurred, the student may refer the matter to **student services**.

If the student is dissatisfied with the decision or in the absence of the SCO, he/she may ultimately refer the matter to the Principal for determination.

In the case of receiving a **warning letter relating to attendance and academic progress or payment** that you disagree with, you may appeal our decision. You must do this within 20 working days from the date of the letter.

## **Service & academic programs**

In the event of a student complaint concerning the quality of service or teaching, the student may report the matter to a person in a position of authority within the College (Principal, DoS, and SCO). The complaint may either be dealt with by that person, or referred to the Principal for resolution. The decision will be conveyed in writing to all parties.

## **Contractual & financial issues**

Matters relating to the interpretation of a contract, or the payment or refund of fees are stated clearly in the **Application for Admission**. The College administration staff will initially deal with any queries relating to course fees and other charges payable to the College. If the student is dissatisfied with the decision of the administration staff, the matter will be referred to the Principal.

This described process does not remove rights to take further action under Australian consumer protection laws should an individual wish to explore any complaints further. The provisions of the ESOS Act 2000 and the ESOS Regulations 2001 will cover any default by the College. Additionally, students can access independent dispute resolution services through the Australian authority responsible for approving providers to offer courses to overseas students.

## **Documentation**

A complaint must be lodged in writing using the **student complaint form**, which must be recorded on the Complaints Register and placed in the student's file. The outcome of the complaint must be recorded in writing, including reasons for the decision. The complaint report must be given to the student as well as a copy placed in the student's file.

## **Disciplinary Procedures**

Procedures for imposing academic and disciplinary sanctions are designed to provide students with the guarantee of due process, procedural fairness, equal protection for all students, and to provide for the imposition of similar sanctions for similar acts of misconduct.

At the same time, the procedures reflect the need to be concerned about the individual student involved in a particular case. The procedures therefore provide that the imposition of disciplinary sanctions must also be based upon a consideration of all of the circumstances in a particular case, including a student's prior record of misconduct, if any.

If a student is found guilty of any misconduct outlined in the Student Handbook the College will initiate disciplinary proceedings, which may lead to cancellation of CoE.

Academic misconduct includes but is not limited to:

- a) Cheating or acting dishonestly
- b) Assisting other student/s to cheat or act dishonestly
- c) Seeking assistance from others in order to cheat or act dishonestly
- d) Attempting (a) or (b) or (c) in a PCT examination, assignment, assessment task
- e) Using or attempting to use, any material or equipment in the examination which is not specified on the examination paper
- f) Plagiarising or, borrowing others ideas or manners of expression and presenting them as one's own without acknowledging the author
- g) Contravening any of the College's rules on academic conduct, written or verbally stated
- h) Contravention of any standard and/or generally accepted academic practice
- i) Engaging in any other improper academic conduct identified and determined as such by the trainer, assessor, DoS or Principal

Improper academic conduct includes but is not limited to:

- a) Tampering, or attempting to tamper with exams, class work, grades or class records
- b) Failing to follow directions of a member of staff regarding individual responsibility for the submission of assessable work, including any group work submitted
- c) Acquiring, or attempting to acquire, examination materials or information without the approval of the trainer
- d) Impersonating another student in the test or examination
- e) Fabricating or diluting research data
- f) Altering group work that has been agreed as final by all group members prior to submission without consent from collaborating students
- g) Use of recorded lectures that infringes on another's privacy/ intellectual property rights

Academic misconduct may be by an enrolled student and related to their course (in which case the trainer has the authority to initiate academic misconduct proceedings against the student as outlined in the **Academic Misconduct Procedures section**) or by an enrolled student and unrelated to their course (in which case the Principal has the authority to initiate academic misconduct proceedings against the student).

The SCO also has the authority to initiate disciplinary proceedings against an individual or groups of students in any case involving allegations of general/personal misconduct.

### **Procedures for academic misconduct**

- A staff member who has information that a student enrolled in a course has committed academic misconduct related to that course is required to hold an informal conference with the student concerning the matter. The staff member must advise the student of the alleged act of misconduct and the information upon which the allegation is based. The student must be given an opportunity to respond to the allegation of misconduct.
- After the informal conference, if the student is found responsible for academic misconduct, the staff member must report it in writing to the SCO within 7 calendar days. The SCO will send a report to the student with the following:
  - a. The nature of the offence and terms of the sanction being imposed as well as notification that further sanctions could be;
    - i. Disciplinary probation for a specified period of time;
    - ii. Suspension from the College for a specified period of time; or

- iii. Expulsion from the College
  - b. Notification that the student may submit a written appeal to the Principal of the College within 7 calendar days after receiving the staff member's written report
  - c. Notification that the matter is being reported to the Principal who has the authority to impose an additional sanction if he believes that such a sanction is justified because of the nature of the student's misconduct or because of any prior acts of misconduct that the student may have committed
  - d. A statement that the Principal will notify the student within 7 calendar days of receipt of the department member's report if the DoS has decided not to impose an additional sanction or is still considering the propriety of imposing an additional sanction.
- If the department member concludes that the student did commit the act of misconduct as alleged, the staff member is authorised to impose an appropriate academic sanction related to the particular course involved. This may include, but is not limited to:
  - a. A lower grade than the student would otherwise have received for any assignment, course work, examination, or paper involved in the act of misconduct
  - b. A failing grade for any assignment, course work, examination, or paper involved in the act of misconduct
  - c. Required to repeat or resubmit any assignment, course work, examination, or paper involved in the act of misconduct
  - d. Required to complete additional assignments, course work, examinations, or paper as a substitute for any assignment, course work, examination, or paper involved in the act of misconduct
  - e. Required to withdraw from the course with an appropriate grade of W or F, according to the staff member's discretion
- The penalty for a serious act of academic misconduct should ordinarily involve the recording of a failing grade for the course.
- An incomplete may be given for the course in the event that the matter cannot be resolved before final grades are due.
- If the penalty includes a failing grade for the course, the Principal will be notified that the grade was given because of academic misconduct. The DoS will record the grade of "NYC" on the student's permanent academic transcript without any notation concerning the reason for the grade. The DoS must ensure that the grade of "NYC" will not be removed from the transcript.

### **Right to appeal to the Principal**

A student has the right to appeal the department member's decision that the student committed the act of misconduct and/or the department member's decision to impose a particular academic sanction.

- A student must initiate an appeal concerning a department member's decision by submitting a **student complaint form** to the Principal, within 7 calendar days of receiving a written report from the department member concerning the decision.
- After receiving the form, the Principal should discuss the matter individually with the student and the department member in an effort to resolve the matter.
- If the matter is not resolved, the Principal should initiate one of the following procedures, within 7 calendar days of having concluded individual meetings with the student and department member:



- a. The student and the department member must be given the opportunity to be present at a meeting and to make whatever presentation and argument they consider appropriate.
- b. The Principal of the College has the authority to sustain or reverse any decision of the department member concerning the student's alleged act of academic misconduct.

## **Penalties**

- Restitution - A student may be required to pay the cost for the replacement or repair of any property they damage. If the student fails to do this, the student may be subjected to additional sanctions, including suspension or expulsion.
- Participation in a specific program - A student may be required to participate in a specific program such as counselling, a program to promote good citizenship, an alcohol education program, or any other activity which would foster good habits. If the student fails to participate in the program as directed, the student may be subject to additional sanctions, including suspension or expulsion.
- Provision of a specific service - A student may be required to provide a specific service, including repair or restoration of any property damaged or taken by the student. If the student fails to provide the service as directed, the student may be subject to additional sanctions, including suspension or expulsion.
- Expulsion - A student may be dismissed from the College permanently. Furthermore, the student may not thereafter petition for readmission to the College.

## **Access & Equity**

Pacific College of Technology is committed to eliminating discrimination based on race; colour; descent; national or ethnic origin; ethno- religious background; gender; marital status; pregnancy; potential pregnancy; carers' responsibilities; disability; age; homosexuality; political conviction; and religious belief. The College makes every effort to integrate equity and affirmative action principles within all decisions and operations.

The College aims to:

- Promote equity values to all members of the College community
- Enable equal opportunity principles to underpin all College policies and practices
- Meet statutory obligations and other government requirements
- Elimination of direct and indirect discrimination
- Assist, advise and encourage the implementation of affirmative action strategies
- Advise and assist the College students and staff who have an equity- related complaint
- Advise the College managers or supervisors about appropriate equity- related Complaint handling processes.

Equal Employment Opportunities (EEO) principles will be embedded in all employment activities such as recruitment, promotions, job reclassification, and access to staff development and training opportunities.

## **People with Disabilities**

The College is committed to eliminating discrimination against people with disability in all areas of College life, including employment, teaching and learning and access to technology and the physical environment.

## **People from a Non-English Speaking Background**

The medium of instruction in this College is English. To enrol in the College, the students are required to have a prescribed level of English. However, even after securing the prescribed level, if students face difficulty in understanding and studying a subject, the College will assess and devise a procedure suitable for the student's learning and assessment needs.

## **Language, Literacy & Numeracy**

Pacific College of Technology recognises the importance of basic skills in Language, Literacy and Numeracy (LLN) and will ensure that students have access to the relevant Learning Support Services. For a student to complete their training within the expected completion duration, the following procedure will be implemented. These steps enable the College to identify and assist learners with LLN and associated needs.

- Trainers identify Language, Literacy and Numeracy (LLN) issues through feedback sessions, regular observation and assessment during their classes. Trainers then complete a **special needs assessment form**.
- This form together with supporting evidence is handed to DoS, who then requests the student's mentors to assess the student at the next available consultation session.
- The student's mentors provide the result and recommendation to DoS.
- Results are recorded and placed in the student file.
- Where support needs go beyond those outlined above, the College will refer the student to a Literacy Specialist. Additional support may incur a fee for service provided by the Literacy Specialist.

## **Flexible Learning & Assessment Procedures**

Depending on a student's conditions, Pacific College of Technology will help students to complete their course with a flexible approach to learning and assessment. The College will assess any impeding condition and recommend suitable learning and assessment methods. Throughout the entirety of this process, the College will ensure the meeting of all requirements relating to legal issues and governing academic bodies. Fundamental to the College's approach is the recognition of the following:

- Flexibility is crucial to busy people. People require choice in when, where and how they learn. This can mean offering sessions out of work hours, repeating sessions at different times, and using independent learning resources. Seasonal factors and business cycles need to be taken into account as well.
- Training programs should offer plenty of opportunity for practising skills. Some students rarely master things by having just one go. Arranging special classes

for students to practise skills in the workplace between sessions is a good way of cementing knowledge learnt.

- Workplace visits by providers before, during and after course completion helps the College to contextualise the course to real needs and situations, gain the trust of students, assist with transferring the learning back to the workplace and encourage businesses organizations to continue their training efforts and take a systematic approach.
- Focusing on all three elements of competencies important. Knowledge, skill and attitude, are all equally necessary. If there needs to be an emphasis on one element (eg attitude in customer service), the others should not be ignored.
- Mixing previous students with new students has many advantages. It provides further development for previous students and they can be valuable allies in sharing their experiences with new students.

# ASSESSMENT POLICIES & PROCEDURES

## Preamble

An assessment is an important element of the learning process. It should be a continuous process, with student performance monitored throughout the session. Various forms of assessment should be used so that the skills and competency of students can be gauged as accurately as possible. One of the key objectives of assessment should be to promote learning, and should lead to improvements in student performance. Above all, assessment processes and outcomes should be valid, reliable, fair and consistent.

The policies, procedures and guidelines detailed in this section generally apply to all units the College delivers. Different units of different courses however vary substantially in nature and structure. Depending upon the nature and structure of a unit, a trainer/assessor could require extra assessment criteria upon the approval of the DoS.

## Methods

The College's most common forms of assessment/ examination are classroom performance e.g. demonstrations, presentations, role plays, and questioning, interviews and individual or group tasks e.g.: projects, case studies and reports.

Examinations can be oral or written. Students must fulfil the competency requirement in all criteria/ elements/components to achieve a competent grade for the unit. Students must also maintain a satisfactory course progress, i.e.: they must achieve competent grades in at least half of the total units they are enrolled in.

A student who believes that the mark awarded for a piece of assessable work, or the mark awarded for a unit, does not fairly reflect their standard of attainment in that work or subject, has the right to an explanation of the mark. In the first instance the student should consult the trainer/assessor concerned and, if the dissatisfaction remains unresolved, they may consult with the Principal of the College.

## Performance

After completing a major element of a unit, students are expected to have a certain set of specific skills and the trainer tests to determine whether a student has acquired those skills. To determine a student's level of competency, a trainer could ask a student a question(s) about certain unit outcomes; ask a student to perform a certain task(s); or check a student's work, e.g., a document produced by him/her. After any assessment is carried out, a trainer/assessor must ask students to fill out a unit assessment record/ feedback sheet.

## Project

Depending on the nature of a unit, there will be a single large project or at the most 2 small projects. This information is included in the course profile which is handed out in the first week of the session. If it is a single project, it will span over the entire session.

Generally, students will be presented with some kind of problem asking them to present solutions to it. The problem is often derived from real-life situations. To solve the problem, students need to have a firm understanding of the materials presented during class. Students may also need additional knowledge acquired through research of their own. Students need to think about the given problem and how it can be solved using the knowledge and skills they have acquired from class and on their own.

A written report or any piece of written assessable document must be submitted with an **assignment cover sheet** attached. The assignment cover sheet has two sections. Students should detach the **student receipt** section and keep it should there be any disputes regarding the submission process.

## Assessment

The College generally conducts formal written tests as one of the assessment items. The questions cover all materials presented for the subject during class. The written test will be held at a time and location at which normal classes are held in the close book format. It will be held during the last week(s) of the session (usually week 8 or 9 according to the Pacific College of Technology academic calendar). Students are required to have their identification cards when attending written tests. Students without identification cards may not be permitted to sit a written test.

## Lesson Plans& Assessment Details

By the end of the first week of formal contact for each unit, a lesson plan with assessment details will be provided to students. It could contain the following information:

- Name and code of the unit
- Contact information of the trainer
- Day, time and room where lectures and laboratory work will be held
- Outcomes of a unit
- Prerequisites for the unit, if any
- Brief content of the unit
- Detailed assessment information
- Policy regarding plagiarism
- Any additional policies relevant to the unit e.g.: late submission of work
- Additional pieces of information where necessary

# GENERAL RULES

## Academic Calendar

Pacific College of Technology has a 4 term academic calendar year. Student accepts rolling admissions in all 4 terms. Term start and end dates are described under each course on the College website <http://www.pct.edu.au>.

## Notification of Change of Contact Details

It is a visa condition for international students that contact details including mail, e-mail and phone numbers must be available to the College at all times. Important information, such as enrolment and examination advice details are mailed to students at their mailing address. Changes to contact details must be advised within 7 days as per the student visa conditions. This can be done by filling in a **change of contact details form** available from **reception**.

## Absence from Assessments or Late Submission

Students must contact the College/ trainer to explain the cause of absence as soon as possible. A medical certificate must be provided to support cases of illness and an application for the deferment of exams. The completed application and medical certificate should be submitted within 7 days of the scheduled exam.

An extension of time may be allowed on the due dates for assignments if there are reasonable grounds. Students are required to contact the trainers for the due dates. The trainer may or may not approve the request, depending on the circumstances.

## Cancellation of Enrolment

Pacific College of Technology may cancel a student's enrolment if the student has:

- Failed to complete formal enrolment procedures prior to course commencement dates
- Gained admission to the College by misrepresentation, falsification of documentation or other fraudulent means
- Failed to fulfil the requirements for admission or enrolment or breaching of visa conditions including course progress requirements.
- Committed an act of grave misconduct associated with the College's academic program

## Cheating/Plagiarism

All forms of cheating, plagiarism, copying, collusion or interference with another student's academic work and performance are treated seriously. Any incidences are



reported to the Principal who will take action under the regulations outlined in the Student Handbook. One or all of the following actions can be taken against students found to be involved in cheating/plagiarism:

- Cancellation of assignment, exam or test and designating 'Not Yet Competent' as the final result
- Cancellation of the student's enrolment in the subject
- Requiring the student to appear before a Course Progress Compliance Officer. In extreme circumstances, the student's full program may be cancelled, therefore resulting in expulsion

## Computer Laboratories

Pacific College of Technology has up-to-date, well-equipped computer laboratories. All computer workstations are connected to the internet, email, scanners and printer. The computer laboratories are available for use during College opening hours.

Computing facilities are only available to currently enrolled Pacific College of Technology students. Food and drink are forbidden in the lab/ classroom. Any breach of computer laboratory rules may result in loss of privileges for a set period and/ or cancellation of access.

## Unit Outline

A unit outline explains the unit, and includes details regarding content, assessment procedures, requirements and resources required. Course outlines and materials are provided by the trainer for the units during the first week of the start of the term.

## Workplace Harassment, Bullying & Victimisation

Pacific College of Technology agrees to abide by NSW Antidiscrimination Act 1977 to protect all staff and students. Victims of harassment, bullying and victimisation by any individual or groups of individuals are advised to report the matter to the Principal.

## Disability Discrimination

The College agrees to abide by the Disability Discrimination Act 1992. This Act applies to the College and students in regard to working with physically challenged people whether they are students, trainer/assessor or staff. The College acts to:

- Prohibit discrimination, including indirect and harassment, on the basis of disability
- Enable complaints to be lodged by or on behalf of a person who believes there has been discrimination on the basis of having a disability or of being an associate of a person with a disability

## Mobile Phones

Mobile phones must be switched off during lectures and tutorials. Students may be asked to leave the class by a trainer if he/she continues to talk and cause disruption to the lecture.

## Notice Boards

Students are advised to regularly check the College noticeboards for important information. Official College notices such as class/ exam timetables and room changes are placed on the noticeboard.

## Workplace Health & Safety

Pacific College of Technology aims to provide a safe working environment for all its members including staff, students and visitors. Consequently, the College encourages everyone to regard accident prevention and safe working as a collective and individual responsibility. Under the Work Health and Safety Act 2011 (WHS Act 2011) the College has the following responsibilities to provide:

- Safe premises
- Safe systems of work
- Information, instruction, training and supervision
- A suitable working environment and facilities

As a student you must be aware of your responsibilities to ensure health and safety for all people at the College as much as possible. It is important for you to know the following details under the Act. The WHS Act states that you must:

- take reasonable care for the health and safety of others affected by your actions
- cooperate with the College in anything that they do or require to ensure safety
- ensure that your actions do not put others at risk
- work safely
- use and maintain machinery and equipment properly
- ensure that your work area is free of hazards

Cooperating with the College includes:

- notifying your teacher of actual and potential hazards
- wearing or using prescribed safety equipment
- carrying out work in a safe manner
- following health and safety instructions
- taking notice of signs

The WHS Act also states that all must not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare. You must not:

- move or deface signs
- tamper with warning alarms
- remove machine guards
- play around in a reckless manner
- behave in a way that results in risk to others

As per the WHS Act you must not intentionally hinder or obstruct the giving or receiving of any form of aid when a person is injured in the College. Everyone must avoid or prevent risk to the health and safety of a class-mate or College staff member.

As per WHS Act no one should deliberately create a risk to the health and safety of others, such as with a bomb threat or intentional false alarm.

For safety, please remember the emergency and fire exit and evacuation area. In case of emergency, follow the instructions from the 'warden'. The warden will be wearing a red cap with the word "warden" on the front.

In case of minor injury, there is a first aid box at **reception**.

## College Opening Hours

The College building is open from 8:30 am to 09:45 pm Monday to Friday, and 8:30 am to 5:00 pm on weekends.

## Smoking, Drugs & Alcohol

Pacific College of Technology is a cigarette, drug and alcohol free College and its use, sale or distribution is forbidden at all times. Any student who is found to be in breach of this policy is subject to severe disciplinary action. This could lead to suspension or even dismissal.

## Statement of Academic Record

Results will be available to each student at the end of term upon the completion of the standard term period. The College has an intranet access to Students' **Course Progress Report**. Students should contact the Student Contact Officer (SCO) for further information on how to obtain such access.

## Student Conduct

All students enrolled at Pacific College of Technology are expected to behave in a sensible and appropriate manner while at the College. In the interest of safety, all students are required to produce their student Identification Card upon request by any staff member.

## Student Identification Cards

All current students are issued with a student identification card at no extra cost. This card is required to access services such as computing and library facilities, and to sit examinations. Students should carry ID cards on campus at all times. Students picture is taken at the College during or after the induction session to make their ID card. The student must report the lost ID cards and organise a replacement card if lost or damaged (charges apply).

## Student Visa

All international students must follow their student visa conditions and are required to:

- Be enrolled full-time
- Must maintain satisfactory attendance and course progress for each study period as required by the College throughout the course.
- Work no more than 40 hours per fortnight during term of study
- Advise the Department of Home Affairs of a change of program/ enrolment, or change of institution
- Renew a student visa before the expiry date

International students who do not comply with these regulations may have their enrolment and visa cancelled and will be required to leave the country. For more information, please visit Department of Home Affairs website: <https://www.homeaffairs.gov.au/>

## Course Withdrawal

Students who wish to withdraw from a course that they are currently enrolled in must seek approval from the Principal. Students are not allowed to withdraw from their principal course within the first 6 months of study. The Department of Home Affairs will be advised of a student's cancellation/withdrawal from a course, which may lead to cancellation of student's visa unless alternative study arrangements have been made. Please read the **refund policy** to determine entitlements to refunds upon withdrawing.

# SERVICES & FACILITIES

## Accommodation & Arrivals

Temporary and permanent accommodation arrangements can be made by PCT upon request. Please seek help at **reception**. Students requiring accommodation should notify the College a minimum of 2 weeks prior to arriving.

Students can be met at the airport and transported to their accommodation venue by a College representative, should an airport pick up service be requested. The airport reception fee is AU\$200.

## Banking

The College offers assistance to international students who need to open a bank account, if needed. To open a bank account in Australia, identification such as a current passport, current drivers' license and a tax file number are required. A tax file number can be obtained through the taxation office. Students who show proof of their student status, e.g. student ID card, may be exempt from paying standard fees and charges. Further information can be obtained from **reception**.

## Common Room

The College provides basic kitchen amenities, such as a microwave, fridge, boiling water equipment. Students are encouraged to use, and respect these facilities in a responsible manner.

## Cost of Living in Australia

The cost of receiving an education in Australia is fairly high, taking into account tuition fees, living costs, and international travel. Living costs always depend on individual students however, the Department of Home Affairs advises students to have AU\$19,830 per year towards living costs. Therefore, students must make arrangements to ensure they have access to sufficient funds in Australia before making the move.

## Counselling

Students are advised to speak to the Director of Studies (DoS) or Student Contact Officer (SCO) about any problem related to studies, learning, assessment and any other personal problems. They may refer you to a professional counsellor, if necessary, which would incur a fee payable by the student.

## Emergencies & Accidents

In the event of an emergency during College hours, please contact **reception**. In the event of an emergency outside College hours, dial **000**. This will connect you to police, fire brigade and ambulance services. For minor incidences, please contact the local police station if necessary as **000** is reserved for emergencies only.

The College regards its responsibility to Workplace Health and Safety seriously and will ensure that all staff members clearly understand their responsibilities in such legislation. However, in case of any unfortunate incident, students should notify staff immediately. A first aid kit is available at **reception**.

## Employment

International students studying full time at Pacific College of Technology on a student visa are permitted to work up to 40 hours a fortnight during the teaching period, and full time during term breaks and holidays. Income earned from employment is taxable, and students are required to register with the Australian Tax Office to receive a Tax File Number (TFN). College staff can help you to register for a TFN online. Alternatively, application forms are available from the Australian Tax Office.

Newspapers and computers are available at the College for students to look for part-time and casual jobs. PCT staff can also provide assistance to students who need help or advice on how to look for a job.

## Legal Advice Service

Students can feel free to discuss their legal problems with the Principal who can refer you to relevant services. There are a number of agencies that offer inexpensive or free legal advice and help.

The *Legal Aid Office* in each state will give brief, free advice to anyone with an appointment. This is useful to persons with limited income who are charged with certain crimes. They sometimes have a lawyer on duty at courts for people who have no lawyer. Apply through any Legal Aid Office: <http://www.legalaid.nsw.gov.au>, and click "Get legal help"; Court or private lawyer. Legal Aid is a limited resource and may be difficult to obtain.

For information on the legal system in NSW, please visit [www.lawlink.nsw.gov.au](http://www.lawlink.nsw.gov.au).

## Your rights and consumer protection

### Consumer, Trader & Tenancy Tribunal

The Consumer, Trader and Tenancy Tribunal resolves disputes between tenants, landlords, traders and consumers. You can contact them on 1300 135 399. For the hearing impaired, please call (02) 9641 6521.



## Goods and Services

A competitive environment exists in Sydney for the provision of goods and services. It is advantageous to compare prices and shop around before you buy.

## NSW Fair Trading

As consumers of everyday goods and services you can find out your rights and responsibilities in such matters as renting, refund and resolution of disputes by calling 13 32 20. For language assistance call 13 14 50. You can also download the consumer guide for international students.

## NSW Ombudsman

If you think that you have not received fair treatment from NSW Government agencies or their employees, you can complain to the Ombudsman. You can also call (02) 9286 1000 and ask to speak to an inquiry officer.

## Fair Work Ombudsman

If you have issues with your workplace, call the Fair Work Info Line on 1300 724 200.

## Medical Services

To access medical services in Australia all international students must have Overseas Student Health Cover (OSHC). This is a compulsory requirement for student visa holders, and the College can assist students with this. For current OSHC charges please refer to the **Fees and Charges section** or the College website at [www.pct.edu.au](http://www.pct.edu.au).

There are a number of providers of Overseas Student Health Cover in Australia. They are:

- Australian Health Management
- Bupa Australia
- Medibank Private;
- OSHC World care;
- NIB OSHC;

## National Home Doctor Service

National Home Doctor Service is Australia's and Sydney's largest network of home visiting doctors. Our 500 doctors provide afterhours care to patients at home on weeknights, weekends and holidays. While awareness of the service is low, we are growing as more people become aware of the option calling 13 SICK (13 74 25) for a doctor to visit them at home when their GP is closed.

This service is also available to International Students with appropriate OSHC cover. Terms and conditions



## Newsletter & Blog

Pacific College of Technology publishes a quarterly newsletter called, '**Pacific Reflections**' which contains news and information about student life. You can find the latest issue on the College website, and a printed version is displayed on College noticeboards.

In addition to the newsletter, the College publishes a new blog on the College website regularly. You can read interesting articles on a range of topics that affect students' lives, and the College welcomes contributions from students or faculty to be reviewed. Read the latest blog post here [http://www.pct.edu.au/pct\\_blog.php](http://www.pct.edu.au/pct_blog.php).

## Parking

Street parking is available near the College (time restrictions may apply). The College car park is very limited and reserved for staff or disabled students only.

## PCT & Beyond – Alumni Association

After graduating, we invite you stay connected with us for socialising, professional networking or future study purposes. PCT & Beyond is the College's alumni association and is your lifelong link to the College. Our alumni inspire future generations by sharing knowledge and experience. Get involved by attending events and allowing current students to benefit from your professional experience by mentoring or guest speaking. To sign up, please visit <http://www.pct.edu.au/alumni.php>.

## Social Events & Excursions

The College frequently organises a number of social activities and students are encouraged to come along and enjoy themselves. Students are advised to check the College noticeboards and social media pages for information about these activities, which may include sports, sightseeing, cultural events and festivals, barbecues and dinners, nature walks, cruises, and parties.

## Social Media – Facebook, Twitter, YouTube

The College regularly updates the social media pages with posts/ tweets/ videos containing College-related news, information, jokes, interesting topics, pictures, announcements and upcoming events. Why not join in the conversation?

Like us on Facebook: <https://www.facebook.com/PacificCollegeSydney>

Follow us on Twitter: <https://twitter.com/PCTSydney>

Subscribe and watch us on YouTube:  
<http://www.youtube.com/user/PacificCollegeSydney>

## Telephone & Fax

The College does not have a public telephone however students can use the College's telephone in case of emergency.

The College **reception** keeps all faxes it receives. Students must collect their personal faxes within 2 weeks. Any faxes not collected within this period will be destroyed. Students can fax their documents if urgently required.

## Community

- To contact a community organisation near you, visit the **Community Relations Commission** website at <http://www.crc.nsw.gov.au> or call 1300 651 500.
- To use an interpreter over the telephone, call **Translating & interpreting (tis) National** 131 450.
- NSW is a multi-faith society where most religions of the world are practiced, and all faiths have **places of worship**. An internet search would be useful for students to find their closest relevant place of worship.
- An international students' hotline initiative is provided by the Australian Government for students to raise concerns. Call 1300 363 079 or visit **Study in Australia** and submit any queries you have about studying in Australia.

## Useful Contact Details

**Emergency (Police, Ambulance, Fire Brigade): Dial 000**

Name	Address/ Website	Phone
Australian Taxation Office	Jessie St Centre, 2-12 Macquarie St, Parramatta 2150	132 861
Banking- Arab	19 Auburn Rd, Auburn 2144	9749 9950
Banking - ANZ	28 Auburn Rd, Auburn 2144	9749 2177
Banking- Commonwealth	Cnr South Pde & Auburn Rd, Auburn 2144	132 221
Banking- St George	43 Auburn Rd, Auburn 2144	133 330
Bus/ Train Information	<a href="http://www.transportnsw.info/">http://www.transportnsw.info/</a>	131 500
Community - Auburn Council	1 Susan St, Auburn/ PO Box 118, Auburn 2144	9735 1222
Community - Centrelink	5 - 9 Macquarie Rd, Auburn 2144	131 202
Community - Library	<a href="http://www.nla.gov.au/libraries/">www.nla.gov.au/libraries/</a>	
Community - Police in Auburn	Cnr Queen St & Susan St, Auburn 2144	9646 8699
Community - Real estate agent (First National)	112 South Parade, Auburn 2144	9649 0238

Crime Stoppers	<a href="http://www.crimestoppers.com.au">www.crimestoppers.com.au</a>	1800 333 000
Energy Australia (electricity/ gas)	<a href="http://www.energyaustralia.com.au/">http://www.energyaustralia.com.au/</a>	131 535
Gas Elgas LPG – Emergency	<a href="http://www.elgas.com.au/">www.elgas.com.au/</a>	1800 819 783
Healthcare - AHM OSHC	77 Market St, Wollongong 2500	132 331
Healthcare - Dentist	65 Rawson St, Auburn 2144	9646 1177
Healthcare - Hospital	Norval St, Auburn 2144	9653 9500
Healthcare - Pharmacy	63 Rawson St Auburn 2144	9649 4657
NRMA car insurance	PO Box 1026, Strathfield 2135 <a href="http://www.nrma.com.au/">http://www.nrma.com.au/</a>	131 122
Road & Traffic Authority	12 McFarlane St, Merrylands 2160 or; Cnr Macquarie & Charles St, Parramatta 2150	132 213
RSPCA (animal ambulance)	<a href="http://www.rspcansw.org.au">www.rspcansw.org.au</a>	9770 7555
Student body- Council of International Students Australia	<a href="http://cisa.edu.au/">http://cisa.edu.au/</a>	
Student body -Department of Home Affairs	Ground Floor, 26 Lee St, Sydney 2000 or; 9 Wentworth St, Parramatta 2150 <a href="http://www.homeaffairs.gov.au">www.homeaffairs.gov.au</a>	131 881
Student body - ESOS	<a href="http://www.aei.gov.au/ESOSesosmailbox@deewr.gov.au">www.aei.gov.au/ESOSesosmailbox@deewr.gov.au</a>	6123 5870
Student body - International Student Hotline	<a href="http://www.studyinaustralia.gov.au">www.studyinaustralia.gov.au</a>	1300 363 079
Telstra (telecommunications)	<a href="http://www.telstra.com.au">www.telstra.com.au</a>	132 200
Tourism Advice (Sydney)	<a href="http://www.sydney.com">www.sydney.com</a>	9240 8788

Choose  
Pacific  
College



**Pacific College**  
of Technology

CRICOS Provider Code: 02668F

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E-mail: [apply@pct.edu.au](mailto:apply@pct.edu.au) Website: [www.pct.edu.au](http://www.pct.edu.au)

#### Disclaimer

*The information contained in this Student Handbook is correct at the time of printing and Pacific College Pty. Ltd. reserves the right to amend information contained in the handbook at any time. Please check the website or contact the College for the latest information.*

[www.pct.edu.au](http://www.pct.edu.au)