



Student Handbook & Orientation Guide

For

International Students

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Student Hand Book

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Welcome to HIC

HIC would like to extend our warmest welcome to you. We trust that you will enjoy your stay here in Melbourne and your study at our institute. We hope you find this guide helpful and informative. If you need any further information please feel free to ask one of the friendly HIC staff members.

How do I contact HIC?

HIC's address is: Level 3, 422 Little Collins Street, Melbourne 3000

HIC's phone number is: +61 3 9606 0650 if you are calling from overseas. If you are calling from Melbourne, you just dial 9606 0650.

If you are calling from outside Victoria you put "03" at the beginning of the telephone number. That is, you dial 03 9606 0650.

HIC's fax number is: +61 3 8669 4055 if you are calling from overseas. If you are faxing from Melbourne, you just dial 8669 4055

Our email address is: info@harward.vic.edu.au

Orientation Program

Your first week at HIC will be spent getting to know all about the Institute, its facilities, meeting coordinators and teachers, asking questions about your course and learning a little about Australia, how to settle in quickly and enjoy your time here.

It is important that you attend the Orientation program as many things are covered in this one short week.

- Welcome by the Administration Manager and the Training Manager;
- Required to update their personal details and other student information
- Informed of the requirements of HIC and DIAC
- Refund policy discussed
- Credit transfer & RPL process discussed
- Presented with an orientation pack
- Introduced to the classroom teachers and students
- Informed of course progress requirements
- Assisted with banking details
- Informed about higher education subject pre-requisites and pathways
- Issued with a student card

Use of Personal Information

Personal information is collected solely for the purpose of operating as a Registered Training Organisation under the Australian Quality Training Framework administered by the Victorian Government who is the registering authority. The information provided by the student to the provider may be made available to Commonwealth and State agencies and the Fund Manager of the ESOS Assurance Fund, pursuant to obligations under the ESOS Act 2000 and the National Code.

It is a condition of your student visa to inform the HIC of any change to your address. Students MUST confirm and update your address details within 7 days of the change. Please ensure if your personal details have changed that you also notify HIC by emailing info@harward.vic.edu.au

HIC is required, under s19 of the ESOS Act 2000, to tell the Department about: changes to student's enrolment; and any breach by students of student visa conditions relating to satisfactory academic performance.

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What Services are available to me @ HIC?

Administration

During Orientation the team @ HIC will inform you about all the institute's services and facilities. If you are not sure about where to go or who to ask about anything, ask at the reception desk and the person there will help you.

Services at the HIC Reception

- First point of contact for students administrative services and visitors
- Submit forms – Enrolment Variation, Cancellation of Enrolment, Application for refund, Amendment to personal details, Student Complaint form, Student Appeal form.
- Enquire about enrolments, student fees and the status of a student request form or an application that has been submitted.
- Receive support in regards to filling forms
- Obtain a new or replacement Student Card.
- Enquire about other student support services including the Counselling Service.
- Have documents printed or photocopied for students/staff.
- Obtain a map and ask for directions around the campus.
- Check if lost property has been handed in.
- Transfer calls to relevant departments upon student request.
- Handing brochures of relevant course requested on enquiry.

Student ID card

When you arrive at HIC you will receive a student ID card which can be used as identification if required. This card will also be used for any borrowing of books or equipment.

Please note: Students must notify HIC within 24 hours if cards are lost or stolen. A fee of \$10.00 will be charged for replacement of lost or stolen cards.

Student Support Services

The Training Manager, the Administration Manager, teaching staff and administrative staff member of HIC are available to you to get help while living and studying in Australia.

They can provide general advice and assistance with matters such as:

- Studying and homework
- English language problems
- Adjusting to Australian culture
- Public Transport
- Counselling and welfare services
- Information about future careers and pathways to further study
- Students requiring special or intensive assistance must contact the RTO Manager who may refer them to external support services if required

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Your Student File

Student files are stored in a secure, lockable area to prevent unauthorised access, destruction, alteration or removal. Student information is strictly confidential and all personal details should be handled with the utmost care. Each student has a right of access to their academic record. Refer to *the Access to Student Record*.

Complaints and Appeals Policy and Procedure

HIC has a Complaints and Appeals Procedure to provide students with a fair and equitable process for resolving any disputes or complaints they may have. A student may approach the Ombudsman for a review of a decision of HIC. More information about lodging a complaint is available at: Overseas Students Ombudsman: <http://www.oso.gov.au/making-a-complaint/>

The dispute resolution process does not remove the right for a student who is concerned about the conduct of HIC to take further action under Australia's Consumer Protection Laws.

Facilities

HIC provides:

- Modern, air conditioned classrooms with a bright and pleasant atmosphere,
- Comfortable furniture,
- Up to date facilities, including DVD and data projector
- Student lounge with microwave

Computers

There are strict guidelines to follow:

- No food or drink permitted at any time around computers.
- Unauthorised software applications or downloads are not permitted (see *Acceptable Use Policy* in the Appendix 3).
- Tampering with the computer systems (i.e. changing settings or removing keyboards.) is not permitted. Students are to purchase their own disks and any other materials.
- At the end of class, leave your working area clean and tidy.
- Use of laptop computers is under staff supervision at all times.

HIC provides high speed Internet access and students have access to computers when there is no timetabled class. Students may bring their own laptop computers for use in classes. They should contact the Administration Manager, for a password.

Resource Availability

HIC will provide reference books and related material to assist students in their studies. We are always extending and updating our library from which students may borrow for a short time.

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General Information

Contact Details

The Institute will require your current contact details. If you have plans to change any contact details, you must inform HIC in writing within 7 days of your change of address. It is your responsibility to maintain current contact details with the Institute.

Dress requirements

All staff and students are required to dress in an appropriate manner. Clothing must be clean and well maintained. For Health and Safety reasons students must wear shoes at all times. Thongs are not permitted.

Mobile Phones

Mobile phones are to be turned off at all times in classrooms. Mobiles may be used in the common areas and during breaks.

Photocopying and Faxing

HIC provides these facilities for students **free** of cost.

Valuables

Please be very careful with your possessions and do not leave items unattended.

- Keep your bags with you when moving from room to room, particularly during breaks.
- Please do not carry large amounts of cash. Always be careful with purses, wallets cash and credit cards. We recommend you get an Australian bank account, so that you can secure your money there.
HIC does not accept responsibility for any lost or stolen item.

Smoking

In Australia, smoking is not permitted in public places, including shopping centres, cinemas, restaurants and airports. HIC also has a non-smoking policy and smoking is prohibited anywhere in the building, including toilets.

Water Restrictions

Melbourne is currently experiencing strict water restrictions. Please do not leave the taps running while washing the dishes.

Adjusting to life in Australia

Culture Shock

Moving to a new country and culture different from your own can be difficult. Although a change in culture is exciting, you may experience some "culture shock". The people, customs and language are unfamiliar and not always easy to understand and it is very common to feel homesick. Remember - it is only temporary!

What is Culture Shock?

It is a feeling of nervousness, fear, unhappiness or any unpleasantness that comes to us when we live in a culture very different from our own. It happens to everyone but in different ways. For most people, it is mild and doesn't last long. For some, it is stronger and makes them want to go straight home and miss the great opportunity to learn lots of new things about the world and develop as an individual.

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Try to make friends in Australia and do as many 'new' activities as you can. Be positive about your new activities. Joining a local sports club or church group can help introduce you to people.

Trainers at HIC can help you deal with any problems you may experience. Drop in for a chat or make an appointment to speak to your Trainer or the Student Advocacy and welfare Officer / Counsellor if you do get sad or lonely.

Aussie language!

It may take a week or two to get used to the Australian pronunciation. Even those of you who have studied English for some years may think that Australian English is a completely new language. We tend to speak very quickly and run our words together.

Many Australians also use a lot of 'slang'. If you are not sure what something means don't be afraid to ask. You will learn some interesting expressions! "Carn, give it a shot!" (Come on, have a go!)

Some common examples of Australian slang:

Aveagoodweegend	Have a good weekend	G'day	good day/Hello
Good on ya	well done	Arvo	afternoon
Aussie	Australian	Barbie	barbecue/BBQ
Hang on	wait a moment	I dunno	I don't know
Beaut	fantastic	Bikkie	biscuit/cookie
Bloke	guy/man	Brekkie	breakfast
Bring a plate	bring a plate of food	Brunch	breakfast & lunch, around 11:00am
BYO	bring your own (drink)	Cracked it	to get very upset
Dodgy	awkward, suspicious	Doona	bed quilt usually filled with feathers
Jumper	Pullover/Sweater	Lollies	sweets, candy
Mate	friend	Na/Nuh/Nope	no
No worries	no problem	See ya	good bye
Yeah/Yep	yes	Ya reckon?	Do you think so?
Footy	Australian Rules Football		

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Melbourne

Melbourne is the capital of Victoria and has a population of about 4 million. The city is situated on Port Phillip Bay on the south-eastern coast of Australia. Melbourne is a clean, safe city with lots of beautiful parks and gardens. It is a cosmopolitan, multicultural city - famous for its wide variety of restaurants, shopping centres, entertainment venues and sporting facilities. Melbourne has a low crime rate and has excellent emergency and hospital facilities making it a comfortable, easy city in which to live.

Places to visit in Melbourne

There are many exciting and interesting things to do while living in Melbourne. Worthwhile places to visit include:

Melbourne Zoo

Experience the wonders of wildlife at the award-winning Melbourne Zoo.

Melbourne Aquarium

Wiggle with an octopus and see sharks being fed at the Melbourne Aquarium.

Melbourne Museum

Enjoy impressive and informative, world class exhibitions.

Southgate Arts and Leisure Precinct

Southgate has been a popular meeting place for Melbournians since its opening in 1992. There are three levels of high quality shopping, bars and restaurants. During a stroll down the promenade you may also encounter some unique street performers. Bring your camera along too to get some great photos of the city skyline day or night.

City Circle Tram

See central Melbourne aboard the free and convenient City Circle Tram. Get on and off the distinctive maroon trams at any of the marked tram stops around the CBD.

Further from Melbourne but still within a day's reach are:

Healesville Sanctuary: A unique Australian animal park offering a rare insight into Australia's unusual flora and fauna.

The Great Ocean Road: A magnificent 250 km drive along Victoria's south western coast offering spectacular ocean views and rugged coastline.

Sovereign Hill, Ballarat: Step back into time and discover where gold was found in Victoria. Visitors can experience life as it was in the 1850s during the Gold Rush.

Phillip Island: This beautiful island is well known for being the location of Australia's fairy penguins.

If you would like more information about places to visit, Melbourne's Tourist Information Office is at Federation Square, opposite Flinders Street Station. It is open 7 days a week and you can find information about Melbourne and Victoria. You may also check the following websites:

- <http://www.visitvictoria.com>
- <http://www.visitmelbourne.com>

Things to do in Melbourne

Festivals

International Comedy festival

International Festival of the Arts

International Sporting Events

Spring Racing Carnival & Melbourne Cup

Australian Open (Grand Slam Tennis)

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Chinese New Year Parade

Grand Prix Racing

Moomba Festival

World Series Test Cricket

Bells Beach Surf Classic

Climate

Melbourne has a comfortable temperate climate with 4 seasons. Summer is generally hot and dry, and winter is cool with occasional rain. It is a good idea to bring a woollen jumper or windproof jacket for the winter months. In summer, light cotton clothing is best. Most students dress casually: T-shirts, jeans, sweaters, shorts, windcheaters and comfortable shoes.

Summer: (Dec, Jan & Feb) January and February are the hottest months. Daily maximum temperatures are between 25-30°C. On a hot day the temperature can be between 35-40°C.

Autumn: (Mar, Apr & May) Most days are pleasantly mild.

Winter: (June, July & Aug) Days can be cold and windy. Temperatures range between 10-15°C

Spring: (Sept, Oct & Nov) Days are slightly warmer. Temperatures range between 15-20°C

Public Holidays

There are several national and state public holidays. During these days government departments, banks, businesses and some leisure centres may not be open:

New Year's Day	1st January	Easter Monday	Different every year
Australia Day	26th January	Queen's Birthday	2nd Monday in June
Labour Day	2nd Monday in March	Melbourne Cup Day	1st Tuesday in November
Anzac Day	25 April	Christmas Day	25th December
Good Friday	Different every year	Boxing Day	26 December

Health and Welfare

Melbourne has a reputation as a safe city to live in. In 2000, it was recognised by the World Health Organisation as a Safe Community, one of only three capital cities worldwide to achieve such an honour.

We have provided some basic information about health and safety in Melbourne. For more information, speak to one of your advisors or see the City of Melbourne website.

Student Health

All International students must have health insurance before being issued with a visa. This cost is payable with your fees.

Counselling

Staff members at HIC are available to help you out with academic or personal problems. Professional counselling can be arranged if required.

Employment in Australia whilst studying

Visa regulations allow international students to work up to 20 hours per week however, students must ensure that work does not interfere with their study.

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Vaccinations

You don't need special vaccinations before coming to Melbourne, unless you have recently been in a yellow fever area such as South America or South Africa within the last six days.

Drinking Water

You can safely drink Melbourne tap water – it is one of the purest supplies in the world.

Skin Cancer

Australia has the world's highest death rate due to skin cancer, caused by exposure to the country's intense sunlight. Limit your exposure to the sun and protect your skin with broad-spectrum skin creams (SPF 30+). Most sunscreens also contain a moisturiser to protect your skin from dry weather.

Prescriptions

Australian pharmacies or chemists can only fill prescriptions prescribed by Australian doctors, so ensure you carry enough of your current medication for your trip, or visit a doctor in Melbourne to write you a new prescription. You will generally find a 24 hour medical clinic and chemist in or near to your suburb.

Feeling Unsafe

If at any stage you feel unsafe or in any danger it is best to speak to someone at HIC or go directly to the police. Their number in a case of an emergency is 000.

Embassies / Consulates in Melbourne

During your stay you may require support services from your national representatives in Australia. Find your country's Embassy, Consulate or Diplomatic Mission in Melbourne. The following is a list of major consulates in Australia. Where possible, the country's Victorian consulate is on the list but where there is not a Victorian consulate, the national consulate is shown.

COUNTRY	ADDRESS	PHONE	FAX	WEB
China	75-77 Irving Road, Toorak Vic 142	(03)9822 0604	(03) 9822 9566	http://au.china-embassy.org/chn/
Egypt	Level 6, 50 Market St, Melbourne VIC 3000	(03) 9614 188	(03) 9650 8362	http://www.egyptianconsulate.org.au/
India	344 St. Kilda Road, Melbourne, VIC 3000	(03)96827836,	(03) 9384 1609	www.cgimelb.org/
Indonesia	72 Queens Rd, Melbourne, Vic 3004	(03)9525 2755	(03) 9525 1588	http://www.kjri-melbourne.org/
Japan	8/570 Bourke St, Melbourne VIC 3000	(03)9679 4510	(03) 9639 3820	http://www.melbourne.au.em-b-japan.go.jp/
Korea	113 Empire Circuit, Yarralumla ACT 2600	(02) 6270 4100	(02) 6273 4839	http://www.korea.org.au
Malaysia	Level 1, 432 St.Kilda Rd, Melbourne VIC 3004	(03) 9573 5400	(02) 9363 1257	http://www.malaysia.org.au/main.html
Pakistan	UNIT 4 492 St Kilda Road, Melbourne, VIC 3000	(03) 98664975	(02) 9299 7319	http://www.pakistan.org.au/home.htm
Philippines	Suite 1205, 1 Queens Rd, Melbourne, VIC 3004	(03) 9863 7885	(03) 9863 7884	http://www.philembassy.org.au
Sri Lanka	Level 11, No 48, Hunter Street Sydney, NSW 2000	(02) 9223 8729 (02)	(02) 9223 8750	http://www.slcgsyd.com/
Thailand	Suite 301, 566 St. Kilda Rd Melbourne VIC 3004	(03) 9533 9100	(02) 9247 8312	http://www.thaiconsulatemelbourne.com/
Vietnam	Suite 205, Level 2, Edge cliff Centre 203-233 New South Head Road Edge cliff NSW 2027	(02) 9327 1912 (02) 9327 2539	(02) 9328 1653	http://www.vietnamconsulate-sydney.org
Nepal	Level 7 28-32 Elizabeth Street Melbourne VIC 3000	(03) 9650 8338		http://www.nepalconsulate.net.au

If you cannot find your country's consulate on this list, ask the Receptionist at HIC.

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Melbourne's Transport System

Public transport is fairly reliable and safe to use. Most stations and stops display the relevant timetable. Services are reduced on weekends and public holidays. The Melbourne transport system operates trains, buses and trams from the City centre to all Melbourne suburbs. It operates from 5.30am to 12.00 midnight every day. The free City Circle Trams circle the perimeter of the City centre and central business district every day except for Christmas Day and Good Friday. The transport system does not operate from Melbourne to the Airport. See the table below for the price of an adult ticket.

Melbourne's new ticketing system is called **Myki**. Myki is operating on metropolitan trains and buses. Myki money or myki pass are valid for travel on all metropolitan. The Myki is used if you are travelling in Zones 1+2 and/or 2.

Before getting on public transport, ensure your ticket is validated with today's travel date. If unsure, ask someone and follow the example of a responsible commuter.

REMEMBER: BUY, VALIDATE, TRAVEL and there will be no problems. Heavy penalties are imposed if you are found travelling without a valid ticket. Always ensure you buy your ticket before you get on the train. It is not an excuse to say to ticket inspectors that the station was closed and you were unable to buy one or that the ticket vending machine was not operating.

International students are NOT entitled to student concessions on public transport. Full fares apply. Fines are heavy if you are caught travelling on the Melbourne transport system on concession.

For further information on the Melbourne transport system or train, tram and bus timetables call 131 638 (6.00 am – 10.00 pm daily) or visit <http://www.metlinkmelbourne.com.au>

Timetables, maps and brochures are also available at the City Met Shop, 103 Elizabeth Street, Melbourne

Getting Around

There are a variety of transport options to help you get around.

Driving

Cars are the most common form of transport. In Australia, cars drive on the left-hand side of the road and seatbelts must be worn by everyone in the car. The driver must have either an Australian Driver's Licence or must bring an International Driving Permit from your country.

Drink-driving (driving when under the influence of alcohol) is strictly prohibited. Failure to obey drink driving laws may result in loss of licence and heavy fines. Drive safely!

Traffic in Melbourne is not as heavy as in your major cities back home. This is not an excuse to speed. Speeding incurs heavy fines and loss of licence. Always stick to the speed limit and keep your passengers safe. As a passenger, ask your driver to slow down if you feel uncomfortable.

Car insurance is essential if you are thinking of owning a car in Australia. A student who buys a car is very strongly advised to purchase third party and comprehensive insurance to cover you and other drivers in the event of an accident. We do not recommend that you consider buying a car if you are unable to meet these costs.

Buying a car

You can browse the classified ads in The Age or The Trading Post, to get an idea of car prices. If you choose to buy a car, ensure that it is sold with a current Roadworthy Certificate (RWC). You may also consider getting it checked out with a qualified mechanic.

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Cycling

Keep fit, have fun, and cut your transport costs. Melbourne is great for cycling. Cyclists must obey the road rules. This includes wearing an approved helmet, having a warning device on the bike (eg. a bell), and having reflectors and lights if you are riding at night or when visibility is low. For details, see the VicRoads website. <http://www.vicroads.vic.gov.au/Home/BicyclesPedestrians/>
Bicycle Victoria (<http://www.bv.com.au>) is also a great source of information about cycling in Victoria.

Taxis

Public transport stops at midnight. So if you're out late, you may need to get a taxi.

Melbourne's taxis are all yellow and are widely available across Melbourne. They often wait in taxi ranks that are clearly signposted at central locations like major hotels in the CBD, or busy spots such as Flinders Street Station. You can also hail a taxi in the street – if the rooftop light is illuminated, it means the taxi is available for hire – or book a taxi by telephone.

The major companies operating in Melbourne and Victoria are:

13 CABS	(ph 13 2227)	Arrow	(ph 13 2211)
Embassy Taxis	(ph 13 1755)	Silver Top Taxis	(ph 13 1008)

Banking

Australia has many banks, building societies and credit unions. The larger banks include ANZ, Commonwealth Bank, National Australia Bank, St George and Westpac.

It is important to open a bank account as soon as possible. You will need your passport as proof of identification. (Take along either your Student ID card or Letter of Offer)

Banking hours are generally 9.00am to 4.00pm Monday to Thursday and 5.00pm on Friday. Some banks are even open on Saturday mornings with telephone banking and internet banking available 24 hours a day, 7 days a week. Your bank will let you know what services they provide and how to use your ATM card and PIN around Melbourne.

You may need to provide a Tax File Number (TFN) to avoid paying too much tax on the money in your account, and especially if you intend to work part-time after you start classes. You can apply for a TFN during Orientation on campus, or in person at a branch of the Australian Tax Office

Currency

Australia uses the decimal system of currency (100 cents = \$1.00.) Notes are in denominations of \$5, \$10, \$20, \$50 and \$100. Coins come in denominations of 5 cents, 10 cents, 20 cents, 50 cents, \$1 and \$2.

Receiving Money from Overseas

Telegraphic Transfer (TT): Money sent by TT can take around 3 working days to be deposited into your Melbourne bank account. Your Melbourne bank may charge you a fee (around \$10), which will be paid out of the transferred funds. You may be charged a currency conversion fee.

Bank Draft or Bank Cheque: When you deposit an overseas bank draft into your account, it can take up to 30 days to clear. You may be charged a currency conversion fee.

Other ways to transfer money: There are organisations other than banks where you can send or receive money. For example, many Australia Post branches are agents for Western Union Money Transfer Services.

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Shopping

Melbourne has long been recognised as Australia's shopping and fashion capital.

Shopping hours are usually 9.00 am to 5.30 pm Monday to Wednesday, and 9.00 am to 9.00 pm on Thursday and Friday. However, larger shopping centres are also open from 9.30 am to 5.00 pm on Saturdays and Sundays. Most large supermarkets open 24 hours a day, seven days a week.

The city is a great place to find bargains, with many trendy laneways and tree-lined streets filled with specialty shops and boutiques. All fashion tastes are catered for by major department stores, David Jones and Myer, both in the Bourke Street Mall and in suburban centres. Other popular shopping destinations include Chapel St, Chadstone, Knox, Westfield Doncaster and Northland.

It is not customary to bargain in Australia except in some markets and second-hand shops.

Food

Melbourne has a diverse selection of restaurants, offering a wide variety of international cuisines to suit every palate and budget!

In the heart of the city, you can explore Chinatown, which offers the finest of Asian cuisine and culture. Just around the corner on Lonsdale Street you can sample exquisite food in the Greek Precinct. Italian food is well represented in bustling Lygon Street. Other popular cuisines include Vietnamese (Victoria Street, Richmond), Japanese, Thai and Middle Eastern (Sydney Road, Brunswick).

The city is also a great place for buying fresh food.

Queen Victoria Market is the largest open air market in the southern hemisphere. Other popular areas for buying fresh food include Preston Market and Box Hill Centro.

Communication

Telephones – Australia's country code is +61 and the area code for Victoria (and Melbourne) is 03

Australia has many mobile phone and home phone service providers. They usually offer a range of phone plans with different fees depending on the kind of phone calls you make. Shop around to get the best deal.

Mobile Phones

Mobile phone service providers offer pre-paid accounts and/or periodical bills. You will normally pay a connection fee plus a rate per minute for phone calls and a flat rate for SMS. Shop around for a deal which suits the way you use your phone. If you want to bring your mobile phone from overseas to Australia, check if it is compatible with Australian networks first.

Home Phones

If you decide to have a telephone line in your home, you will normally pay a one-off connection fee and a monthly line rental fee (\$30-\$40). Local calls from residential telephones cost around 15–30 cents per call. Calls to mobile phones vary. For international calls you will normally pay a connection fee and a rate per minute. It may be cheaper to use a pre-paid phone card to call mobiles, long distance, and/or overseas from your home phone. There are many different phone cards available, offering different rates for different countries. You can buy phone cards at convenience stores, some supermarkets and cafés, and online.

Payphones

Local calls from most payphones cost 50 cents. It may be cheaper to use a phone card for long-distance and international calls.

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Telephone Directories

Melbourne has two main telephone directories: the Yellow Pages and the White Pages. "Yellow Pages" is used if you are looking for a business by category and "White Pages" if you know the name of the business or if you are looking for a residential phone number or address.

Directory Assistance

These numbers are for directory assistance from your home phone or from a payphone.

Local and National: **1223** International: **1225**

Email and Internet

The best and cheapest way to keep in touch with family and friends from your own country is via email. There are free and easy to use email services available e.g. hotmail and Gmail. Internet cafés are easy to find. The cost is around \$5 per hour.

Postal Services

Australia Post manages postal services in Australia. Examples of postage prices: Small letter within Australia: \$0.50 Airmail letter up to 50g Asia/Pacific Zone: \$1.25 Rest of World Zone: \$1.85

Translating and Interpreting Service (TIS)

Phone: 131 450 TIS offers a range of services including telephone interpreting. TIS is available 24 hours a day. Some services have to be arranged in advance.

Religion & places of worship

Australia is predominantly a Christian country, but you can also find Buddhist temples, Islamic mosques, Sikh temples, and many other places of worship.

HIC counsellors can help all international students, regardless of religious affiliation to find people of their own language group, locate a church with similar cultural background or provide general assistance in coping with Australia. Also, the Melways street directory provides a listing of places of worship in Melbourne.

The following is a short list of web sites of major religions in Australia which may be useful as a reference:

Christian:	Anglican	http://melbourne.anglican.com.au
	Catholic	http://melbourne.catholic.org.au
	Presbyterian	http://www.pcvic.org.au
Buddhist		http://www.buddanet.net
Hindu		http://hinducouncil.com.au
Islamic		http://www.islam-australia.com.au
Sikh		http://gurudwara.net

Code of Practice

This Code of Practice requires HIC to implement policies and management practices that maintain high professional standards in the delivery of education and training services and which safeguard the educational interests and welfare of staff and students.

Administration and management

HIC will meet the following minimum administrative and management standards.

- Ensure a person or persons with relevant qualifications and experience will undertake responsibility for the management and coordination of training delivery, assessment, verification, staff selection and professional development of the Registered Training Organisation.
- Maintain adequate and appropriate insurance including public liability, and Work Cover.

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- Allow the Registering Authority or its agent's access to training records, delivery locations and staff for the purpose of auditing performance or verifying compliance with the Conditions of Registration/Endorsement.
- Pay the Registering Authority all registration fees within 30 days of these fees being due and payable to maintain currency of registration.
- Maintain systems for recording student enrolments, completion, assessment outcomes (including Recognition of Prior Learning), results, qualifications issued, grievances and the archiving of records.
- Treat all personal records of clients with the strictest confidentiality. Provide for staff and students to be able to access their own records.

Course delivery

HIC will:

- Provide an orientation program containing information about the course curriculum, program of study and availability of learning resources, prior to course commencement.
- Ensure that a current copy of the course curriculum is available to staff and students.
- Ensure that training and assessment occur in accordance with the requirements of the course.
- Ensure that National guidelines are followed when customising courses to meet the needs of particular clients.
- Obtain written permission from course copyright owners prior to course delivery to use and, if required, customise courses.

Courses @ HIC

HIC Have:

- Certificate IV in Business
- Certificate IV in Marketing
- Diploma of Management
- Diploma of Marketing
- Advanced Diploma of Management
- Advanced Diploma of Marketing

Staff

Training and assessment is delivered by trainers and assessors who:

- Have the necessary training and assessment competencies as determined by the National Quality Council or its successors; and
- Have the relevant vocational competencies at least to the level being delivered or assessed; and
- Can demonstrate current industry skills directly relevant to the training/assessment being undertaken;

Trainer/Assessor must hold the *TAE40110 Certificate IV in Training and Assessment* from the *TAE10 Training and Education Training Package* or be able to demonstrate equivalence of competencies as a *minimum*; however, trainers are encouraged to obtain further qualifications.

Training environment

HIC will meet the following minimum training environment standards.

- Comply with all laws relevant to the operation of training premises including occupational health and safety, equal opportunity, anti-harassment, privacy and fire safety regulations.
- Ensure that training premises are of adequate size and have adequate heating, cooling, lighting and ventilation.
- Ensure that training facilities, equipment and other resource materials are adequate for the Scope of Registration and are maintained in good order and repair.

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Awards, Record of Results and Statements of Attainment

Awards and Statements of Attainment will be issued to students who satisfactorily complete courses or units within the Scope of Registration in the form of certificates containing the following information:

- name and registered number of the provider as shown on the Certificate of Registration;
- name of the person receiving the qualification;
- name of the course or units as shown on the Scope of Registration;
- a certificate number
- the Nationally Recognised Training Logo
- the appropriate Australian Qualifications Framework statement identification of the recognition authority
- date issued; and
- authorised signatory of HIC
- unique watermark/ seal

HIC will identify units of competency achieved on any certification issued in relation to courses based on national competency standards.

HIC will accept and mutually recognise the qualifications Record of Results and Statements of Attainment awarded by any other registered training organisation.

Revocation of Qualification/Statement of Attainment

Revocation of an award occurs when the person on whom the Qualification or Statement of Attainment was conferred in error, issued inadvertently, or obtained in any unauthorised manner whatsoever.

When a Qualification or Statement of Attainment is in question, a committee, comprised of the RTO Manager, Training Manager, Administration Manager and the Compliance Manager, will conduct an investigation to determine the circumstances that surround the issuance of the Qualification or Statement of Attainment.

The committee will submit its findings and recommendations to the CEO, who will decide on the case at hand.

When the CEO decides to revoke the qualification or Statement of Attainment, the candidate concerned will be notified in writing that the award, Statement of Attainment or Result of Assessment will be cancelled within 21 days of receipt of the letter. The letter contains the correct result or award documentation. The student is requested to return the incorrect award, Statement of Attainment or Result of Assessment to the institute.

The student may appeal the decision of the CEO in accordance with the HIC's Appeals Policy.

Marketing and recruitment

HIC will:

- Market courses within the Scope of Registration with integrity, accuracy and professionalism, avoiding vague and ambiguous statements.
- No false or misleading comparisons are to be drawn with any other provider or course.
- Not state or imply that courses other than those within the Scope of Registration are recognised by the registering authority.
- Recruit students at all times in an ethical and responsible manner consistent with the requirements of courses.
- Ensure that application and selection processes are explicit and defensible and equity and access principles are observed.

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Student information

HIC will advise prospective students of:

- its Scope of Registration;
- application processes and selection criteria; fees and costs involved in undertaking training; fee refund policy;
- qualifications to be issued on completion or partial completion of courses;
- competencies to be achieved during training;
- assessment procedures including recognition of prior learning;
- literacy and numeracy requirements;
- grievance procedure;
- staff responsibilities;
- facilities and equipment; and
- Student support services.

Access and Equity Operating Principles

HIC:

- Aims to ensure that access to employment and training is available, regardless of gender, socioeconomic background, disability, ethnic origin, age or race.
- Training services are delivered in a non-discriminatory, open and respectful manner.
- Staffs are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs.
- Facilities are updated to provide reasonable access to clients of all levels of mobility, and physical and intellectual capacity.
- Conduct client selection for training opportunities in a manner that includes and reflects the diverse client population.
- Actively encourages the participation of clients from traditionally disadvantaged groups and specifically offers assistance to those most disadvantaged.
- Provides culturally inclusive language, literacy and numeracy advice and assistance that assists clients in meeting personal training goals.
- Is accountable for its performance in adhering to the principles of this policy, and welcomes feedback as part of its quality improvement system.
- Staff and students are required to comply with access and equity requirements at all times.

If you have any suggestions as to how we can improve our performance with respect to access and equity, or if you would like further information on anything included in this policy, please contact the RTO Manager

Code of Conduct

Policy

All students enrolled in courses or using the services of HIC are required to maintain appropriate standards of conduct at all times, whether attending an HIC campus or representing HIC in any capacity.

Guidelines

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

1.0 Improper or Inappropriate Behaviour

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- 1.1. Improper or inappropriate behavior includes but is not restricted to:
 - 1.1.1. Being on HIC premises and consuming or having consumed alcohol;
 - 1.1.2. Persistent disruptive behaviour;
 - 1.1.3. Verbally abusive or hostile behaviour affecting fellow student, fellow employees or colleagues;
 - 1.1.4. Smoking or the use of prohibited or illegal substances at HIC classes or on HIC or field/work placement provider premises;
 - 1.1.5. Deliberate misuse of HIC equipment or materials;
 - 1.1.6. Wilful or malicious damage to HIC property or equipment.
 - 1.1.7. Arson of HIC property;
 - 1.1.8. Behaviour of a discriminatory nature;
 - 1.1.9. Carrying, using or being in possession of a prescribed or regulated weapon or dangerous article on HIC premises;
 - 1.1.10. Physical assault on a member of general or teaching staff, other students, employees, colleagues or members of the public or behaviour which is perceived to be threatening;
 - 1.1.11. Theft from staff, fellow students, fellow employees or colleagues at HIC;
 - 1.1.12. Slander or harassment (whether verbal, sexual or otherwise) of staff fellow students, fellow employees or colleagues;
 - 1.1.13. Any student who has been found to willingly or accidentally activate fire or security alarms which result in the calling out of emergency services such as the fire department, police, ambulance or any other emergency service will be liable for whatever costs are incurred by their actions. Furthermore, students may be prosecuted under State or Federal laws in relation to their actions.
 - 1.1.14. Any student who has been found willingly overloading the lift resulting in its malfunctioning buildings will be liable to share the costs incurred in repairing and maintaining these.
- 1.2. Students not adhering to the Non Smoking Policy with regards to refraining from smoking in HIC designated areas will be asked to comply or leave the premises or site.

Improper or inappropriate behavior may result upon investigation in suspension of enrolment or payment of damages.

2.0 Student Classroom Behaviour

HIC requires behavior in the classroom to be conducive to the most effective learning environment for the class participants" observation of consideration and respect for classmates and teachers is expected.

- 2.1. Students are required to be punctual at all times to ensure fellow classmates are not disadvantaged by lateness or early departure from timetabled classes.
 - 2.1.1. Any class session or activity missed, regardless of cause, reduces the opportunity of learning and may adversely affect a student's achievement in their enrolled course.
- 2.2. No food or beverages are to be consumed during class, except bottled water.
- 2.3. At the end of every class, the room is to be tidied up, chairs pushed in, and tables straightened.
- 2.4. The use of electronic equipment, such as mobile phones and iPods, is not permitted in the classroom by students or staff.
 - 2.4.1. A lap top computer is permissible provided it is relevant to the class or got permission from the trainer.
 - 2.4.2. The use of a dictionary by students in class is permitted.
- 2.5. Students are expected to use appropriate language at all times.
 - 2.5.1. Students are expected to speak English in the classroom in accordance with local etiquette.

3.0 Serious Misconduct

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

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Student Hand Book

4.0 Student Conduct

Students enrolled at HIC should adhere to the following;

- 4.1. Respect other people's rights to hold different positions and views;
- 4.2. Be receptive to others point of view;
- 4.3. Refrain from discriminating against another person for their beliefs, nationality, religion, age, associations or sex;
- 4.4. Avoid imposing their values on other students.

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Student Discipline Procedure

HIC actively promotes an environment in which students develop a positive and responsible attitude to the work environment, clients and colleagues. As part of this the Institute supports a system of informed consequence for actions.

To ensure the proper management of disciplinary issues the following disciplinary procedure should be used. The procedure is designed to ensure fairness and objectivity and its principal purpose is not intended as a form of punishment but as a means of providing students with the opportunity to correct or modify their behaviour through fair and objective means.

Procedure

In the case when student behaviour conflicts with the Code of Conduct, disciplinary action will need to be taken and the following will apply in a private and confidential manner.

1.0 In the first instance the Trainer concerned, issues the student with an official warning about their behaviour by filling out the Student Communication Form, one copy of this warning goes to the student and another copy must be filed in the student's file.

2.0 In the second instance of unacceptable behaviour the Trainer is to arrange a meeting with the Training Manager.

2.1. The details of all disciplinary interviews and warnings will be recorded using the Student Communication Form and a copy filed in the student's file. The Training Manager must inform the student of the possible ramifications.

2.2. A note should be placed on Wise[DOT]Net to identify that a disciplinary interview has taken place and that details are located on the student's file.

3.0 Persistent disciplinary problems are to be dealt with by the Administration Manager in liaison with all parties, including the Training Manager and the Trainer. In the third instance the Administration Manager is to decide whether the student's behaviour constitutes their suspension or expulsion from HIC.

3.1. The details of all disciplinary interviews and warnings will be recorded using the Student Communication Form and a copy filed in the student's file.

3.2. A note should be placed on Wise[DOT]Net to identify that a disciplinary interview has taken place and that details are located on the student's file.

4.0 Any variation in the student's enrolment must be reported to the Department of Education, Employment and Workplace Relations (DEEWR), as outlined in Deferral, Suspension & Cancellation policy.

5.0 In cases of serious misconduct the Administration Manager will make an immediate decision on suspension or expulsion.

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Course delivery information

Teacher led classroom delivery, seminars, and supervised study.

Assessment

Assessment is the process of collecting evidence and making judgments on the extent and nature of performance and other requirements, as described in a set of standards, or learning outcomes, resulting in a judgment of whether or not competency has been demonstrated.

Effective and objective assessment is of vital importance to the successful implementation of competency standards in the workplace and in education. This is the judgment of performance and knowledge against the relevant industry competency standards.

Assessment is carried out by the comparison of a student's evidence of skills and knowledge, against the requirements of the Standards.

In general terms, assessment during training will involve observation of performance in class, including:

- Case studies
- Projects
- Assignments
- Presentations
- Role plays
- Written tests and exams
- Students will be given advance warning of the time and form of any assessment and will not be expected to sit an assessment they have not prepared for.
- Students will be given an opportunity for at least two Resit at no additional cost for any competencies not achieved on the first attempt.

Reasonable adjustment/ Special learning needs

One fundamental principle of an assessment system is that each student must have access to fair and open assessment. Students with special needs should be offered the same opportunities as any other student.

As special needs extend to more than identify physical or learning difficulties, an assessor will also need to consider the best approach when dealing with students with needs such as low literacy, lack of confidence or Non - English speaking background, minimal computer literacy.

An assessor must take special needs into consideration from the planning stage onwards and adopt particular assessment methods as appropriate. Depending on any specification given in the standards, the assessor may be able to accept alternative evidence from a student with special needs.

Evidence collection can be adjusted to suit individual student needs if required. Reasonable adjustments may include the use of adaptive technology, educational support and alternative methods of assessment such as oral assessment. The learning need that forms the basis of any adjustment to the training program will be identified and appropriate strategies will be agreed with the student. Any adjustments will be recorded in the student file and will not compromise the competency standard.

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

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Assessment Requirements

Assessment Results

All results should be recorded as Competent (C) or Not Yet Competent (NYC). To be deemed competent, the student must satisfactorily complete all assigned work. A duplicate copy of work submitted, must be kept by the student.

Special consideration

When a student's performance is seriously affected because of special cause (eg illness) they may apply for special consideration. Applications for special consideration should be lodged with the Training Manager/Course Coordinator/trainer no later than 3 days after the due assessment. Applications should be in writing and supported by a medical certificate or other appropriate evidence. The medical certificate must include:

- Full title and address of the clinic or practice
- A statement relating to the level of impairment, eg, totally unable to sit and exam
- A legible doctor's signature and name of medical practitioner

Extension of time/late submission of work

If you are having trouble with your assignments because of personal problems, we may be able to help you. We can organise for you to have more time. This is called an Extension. You may also be able to apply for Special Consideration to extend your due date. Please remember that you need a suitable reason to get an Extension or Special Consideration.

Suitable reasons for extension/special consideration might be:

- a. You were or are very sick (you will need a medical certificate).
- b. A relative or friend was or is very sick (you may need a medical certificate for the person, and the Trainer may ask for evidence of your relationship with the person).
- c. A relative or friend has died recently (you may need to provide a death certificate, and the Trainer may ask for evidence of your relationship with the person).
- d. Personal problems that are causing you emotional distress (you may need to provide written proof of this distress, either from the Administration Manager or another professional counsellor). The specific reasons for the emotional distress do not necessarily have to be on this written document, give privacy issues. If they are however, the Trainer will take all steps to provide confidentiality for the student's situation.
- e. Any other extenuating circumstances that your Trainer believes are valid (you will need to provide all document/s your Trainer asks for).

If you need to apply for an Extension of Time or Special Consideration, here is the process you need to follow:

- Contact your Trainer and provide all the documentation you think you will need and fill out the Application for Extension of Time/Special Consideration Form.
- Applications for extension of work due must be made to the trainer/assessor in writing and must be received before the due date. The trainer/assessor will respond in writing, normally within two working days, and will keep a copy of the correspondence. Your Trainer will assess your claim. If your Trainer believes you don't really have a suitable reason, the claim will be rejected.

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In some cases, all you might need to do is simply bring more documents. If your Trainer believes you do have a valid reason, you will receive a photocopy of the Form, showing you the level of extension you will receive.

- The trainer may grant an extension of up to two weeks (ten working days).
- Students seeking a revised due date beyond the return of results for the assessment task, or an extension of more than two weeks in duration, must submit an application form to the Administration Manager.
 - Students seeking an extension of more than two weeks in duration must provide appropriate supporting documentation, including evidence of the circumstances and an explanation of the impact of the circumstances on the student's ability to complete the assessment task
- Submission of an application for extension does not mean automatic approval
- 'Having work in another subject' or 'Had no time because I was working' will not be accepted as valid reasons for late submissions. Also, excuses involving computers or printers will not be accepted as valid reasons for late submission. It is a student's responsibility to organise their work so that it is submitted by the due date. Where work is submitted late and compassionate or other grounds cannot be established, it is up to the discretion of the trainer/assessor as to whether work is assessed as competent (C) or not yet competent (NYC).

Feedback

Feedback is one of the most important aspects of the learning process and serves the important function of enabling students to make timely and informed judgments about their performance so that subsequent assessment can be undertaken with improved likelihood of success.

Feedback is provided in a variety of ways, including:

- a) model answers to questions
- b) verbal comments from trainers, both individually and to the whole class
- c) verbal comments on presentations and participation in class discussions
- d) preliminary assessment task advice
- e) face-to-face assessment task discussion, individually, and in groups
- f) written feedback comments regarding drafts and assessment tasks

Feedback on assessment tasks will normally be provided within ten working days, but no longer than 15 working days following the deadline for submission of the assessment task.

Where students are assessed as not competent they will be provided with additional feedback on their assessment outcome to assist in achieving the required performance standard on reassessment.

Assessment task cover sheets

When students submit an assessment task, they are required to include a signed and completed cover sheet. In the case of group assessment tasks, each member of the group is required to sign the cover sheet, and each student will receive written feedback on their group assessment task.

Recording of results

Assessors should give clear advice to students as to how the unit(s) will be assessed. Each student should have the following records kept in their file:

Assessment Tasks with Assessment Cover sheets. This cover sheet should include but is not limited to:

- Student details
- Course code and title
- Assessment title and description (if applicable) Date

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- Assessor name
- Elements and relevant performance criteria (if applicable) Assessment Result: recorded as C or NYC Feedback/comments section
- Student declaration regarding plagiarism
- Signatures of both student and assessor

Resubmission

Resubmission is where a student is permitted to make minor corrections/modifications amendments to an assessment task which has been deemed NYC. The assessment is then re-submitted to the original assessor within a specified timeframe. After the third resubmission, if the student is still assessed as NYC for that assessment, the student will receive a fail for that unit. If the trainer/assessor questions any submitted work as wholly or partially plagiarised or copied, an NYC result will be submitted (refer to Plagiarism Policy).

Assessment Procedures

Common Assessment Rules

In all assessments, the following rules must be adhered to:

- No student may bring unauthorised aids or documents into the Assessment Room. Examples include mobile phones, unauthorised notes, unauthorised calculators or unauthorised textbooks. An aid or document can be authorised by the Administration Manager.
- No student may leave the Assessment Room during the assessment and then return to the assessment, unless escorted by an Assessor.
- No student can converse with anybody during the exam, other than to the Assessor to have legitimate questions answered.

If you miss an Assessment

If you miss a scheduled assessment you are required to provide proof of Legitimate Absence within three working days after the official assessment date, or in exceptional circumstances, proof of Legitimate Absence must be provided as soon as practicable.

Proof must be provided to the Administration Manager, not your trainer. If the proof is not provided within the time period, then the student will fail outright. The Administration Manager sets the date of the new assessment. No supplementary assessments will be scheduled without proof of Legitimate Absence. If legitimate absence is refused, the student can appeal to the CEO.

Students must contact HIC as soon as they become aware that they will not be able to attend the scheduled assessment.

Access to Student Records

Current and former students of HIC have access to their own records on request. Academic & Admin Files for currently enrolled students are maintained at the Admin Office. All requests from an individual student to view their student file should be referred to the respective trainer who will make appropriate arrangements for supervised access. If a student wishes to amend their student admin file, they should contact the Admin Manager. Due consideration will be given to any request to amend personal information held on file. A request to correct personal information may be satisfied by the individual providing an additional record rather than making alterations or deletions to the original record.

HIC provides students with accurate and up to date information about the status and outcomes of the courses in which they are enrolled.

Information about a student is not disclosed to a third party without the consent of the student, unless required or permitted by law. Persons outside of HIC do not have access to the records of individual students unless students give written permission for the release of specific records, or unless the knowledge of such information is required to be provided to funding, immigration, accreditation or other

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agencies which are legally entitled to such information. Information required by other education institutions for the purposes of confirming qualifications of a current or former student of HIC, such as confirmation of units of study completed, participation in officially recognised activities by students, will not be released by HIC unless accompanied by written authorisation of the student.

All requests for archived student files must be authorised by the Compliance Manager. A form has been designed to assist this process. This will enable the location of files to be monitored and minimize the number of missing files.

Student Survey

HIC uses surveys to enable students to give feedback on training delivery including their perceptions of teaching, their learning experience, their overall course experience, and their whole experience at HIC.

HIC undertakes regular student survey after completion of each group.

The survey data are collected and analysed to ensure that HIC can make informed decisions that positively affect the learner's outcome. Students and staff will be provided with the results from student feedback along with plans for improvement.

Plagiarism & Cheating

What is Plagiarism?

Plagiarism happens when you copy or reproduce someone else's work or ideas without acknowledging its original source. This includes but is not limited to, copying information from books, the Internet and fellow students. This is called Plagiarism.

In some cultures, using information from other sources is considered to be okay. In Australia, if the other source is not cited this is considered inappropriate. This is why it is looked on in an unacceptable way.

HIC treats plagiarism as cheating. The use of another person's work as though it were one's own, intending to gain an unfair advantage, is Cheating. Students who provide their work for others to copy are also subject to the same penalties as those who copy.

Cheating and plagiarism are serious offences and will be treated severely. HIC imposes strong penalties on students who cheat and plagiarise.

How do you avoid Plagiarising?

To avoid Plagiarising, it is very important to acknowledge all sources in all assignments submitted for marking. This means you must say where you found your information. Acknowledgement may be in the form of footnotes, endnotes or any other textual references. A reference list must be included at the end of an assignment if any acknowledgements have been made within the assignment, including sources that have been referred to but not cited within the assignment.

The words of another writer must be placed in quotation marks/inverted commas. These words must be followed by the author's name, the source (book, website etc) and page number of the source. The author's complete details should also be included in the reference list at the end of the assignment.

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Course Progress and Intervention Strategies

1.0 Purpose

Standard 10 of the National Code 2007, requires providers to be 'systematic' in monitoring course progress and be 'proactive' in contacting and counselling students' who are at risk of failing to meet course requirements. Students are to be reported according section.19 of the ESOS Act.

2.0 Responsibility

2.1 The RTO Manager is responsible for implementation of this procedure and ensuring that staff and students are made aware of its application.

3.0 Requirements

HIC has implemented the DIISRTE-DIAC Course Progress Policy and Procedures for CRICOS Providers of VET Courses for all its courses.

Vocational education and training conducted at Harward International College is competency-based. HIC ensures that students are assessed to achieve the level of understanding, knowledge and skill expected by industry. HIC also encourages students to build on their competencies as they progress through their courses.

In line with DIISRTE -DIAC Course Progress Policy and Procedures for CRICOS Providers of VET Courses (Standard 10), HIC systematically monitors course progress and implements appropriate intervention strategies when students are at risk of not making satisfactory course progress.

Where unsatisfactory course progress continues for a period of two consecutive study periods, the student will be reported to the Secretary of the Department of Industry, Innovation, Climate Change, Science, Research and Tertiary Education (DIISRTE) via PRISMS (section 19 of the ESOS Act) and their CoE will be cancelled, which may also result in their student visa being cancelled.

4.0 Definitions

4.1 **DIISRTE** is the Department of Industry, Innovation, Climate Change, Science, Research and Tertiary Education.

4.2 **DIAC** is the Department of Immigration and Citizenship

4.3 A **study period** is defined as 10 study weeks or ONE term.

4.4 **Course progress** is defined as the measure of advancement within a course towards the completion of that course demonstrated through competency-based training and assessment.

4.5 **Satisfactory Course Progress** is defined as when a student achieves a competent result in all assessments for all units of competency undertaken in a given study period and is on track to successfully complete their program within the expected duration of study.

4.6 **Unsatisfactory course progress** is defined as not successfully completing or demonstrating competency in at least 50 % of the course requirements in two consecutive study periods.

4.7 **Monitoring** refers to the active checking of course progress.

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4.8 A student **at risk** is one who has been assessed as NYC in one or more of their units attempted in a study period, erratic or random or deemed insufficient for achieving satisfactory academic progress by the Trainer.

4.9 **Intervention Strategy** is an individual plan to provide support and/or assistance to a student identified as 'at risk' of not achieving satisfactory course progress.

5.0 Method

5.1 Advice to students

At the orientation session students will be advised of the meaning and requirements for academic performance and of the requirement to complete the course by the scheduled end date of the course.

5.2 Early detection of, and intervention in, lack of satisfactory academic performance

As HIC is committed to ensuring that all students have satisfactory learning experiences, at HIC early identification of issues affecting student progress and performance is a priority.

5.2.1 Consequently whenever a student, undertaking the **first study period**, fails to achieve a satisfactory result in consecutive assessments that form part of any unit of competency or fails to achieve competency in a unit that would normally be completed prior to the end of the study period, that student is identified as '**at risk**'. Trainers/Assessors will notify the Training Manager/Course Coordinator (or Administration Manager if no coordinator) using the **Monitoring of Course Progress Checklist and Reporting Form**.

5.2.2 On receiving notification from the trainers/assessors the Training Manager/Administration Manager will arrange for a meeting with the student involving the Administration Manager, coordinator/trainers/assessors and student to discuss academic performance.

5.2.3 The purpose of this meeting is to determine the reasons for this lack of satisfactory academic performance of a student who is yet to complete the first study period of the qualification and to develop strategies involving student support and student action to assist the student to gain the necessary competence in a time frame that enables the student to complete the course within the expected course duration. Records will be kept using the Student Communication Form and the General Intervention Record.

5.2.4 Outcomes, actions and agreements of that meeting signed by both the Administration Manager and the student will be given to the student and a copy kept on the students file.

5.3 Review of academic performance at end of study period

5.3.1 At the end of a study period the Training Manager will review the academic performance of ALL students. The progress of each student shall be monitored using the Monitoring of Course Progress Checklist and Reporting Form. This will be done by examining the students allocated study program and by examining the academic results provided by trainers and assessors for the units of competency, comprising the study program, undertaken during the study period.

5.3.2 If as result of the review it is identified that;

5.3.2.1 a student has failed to/yet to achieve competence in any units of competence undertaken in that study period the coordinator will notify the Administration Manager who will contact the student through personal contact, telephone and/or email and/or SMS or, at last resort, registered mail to arrange for a meeting with the student involving the Administration Manager, Coordinator/ Trainers/Assessors and the student to discuss academic performance.

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5.3.2.2 The purpose of the meeting is to determine the reasons for this lack of satisfactory academic performance and to develop and implement intervention strategies involving student support and student action to assist the student to gain the necessary competence in a time frame that enables completion of the course within the expected course duration. Records will be kept using the Student Communication Form and the General Intervention Record.

5.3.2.3 Outcomes, actions and agreements of that meeting signed by the Administration Manager, the coordinator and the student and the student will be given a copy and a copy kept on the students file.

5.3.3 Intervention strategies may include:

HIC

- Advising the student on the suitability of the course enrolled in
- Arranging extra learning support or tutorials
- Arranging counselling for assistance with personal issues
- Providing opportunities for students to be reassessed or to repeat subjects Arranging to vary or reduce the enrolment load for the following semester Providing advice re-course suitability (i.e. Literacy, Language and Numeracy)
- Allocating a new individualised study program for the following study period. Such an individualised study program may include repeat units in addition to the normal study program (As specified in the Delivery and Assessment strategy) or in place of units specified in the normal program.

The student

- Undertaking a period of study during the scheduled break between study periods
- Repeating failed units during the next study period by
 - Attending additional classes
 - Undertaking a self paced/on line programs
- Being required to undertake additional English language classes prior to re assessment
- Producing evidence of competence gained in the workplace.

5.3.4 Students who fail to achieve competence in a majority of units of competence undertaken during this study period will be advised that this lack of satisfactory academic performance in two consecutive study periods could lead to the student being reported to DIAC and cancellation of his or her visa, depending on the outcome of any appeals process. These students will be classified as being "At Risk" and recorded on file

5.4 Monitoring of students with a lack of satisfactory academic performance during a consecutive study period.

5.4.1 The academic performance of ALL students classified as being "At Risk" or who are undertaking repeat units of competency in any study period as a result intervention strategies put in place in the previous study period will be monitored in an ongoing way.

5.4.2 Any assessment undertaken by the student in any unit of competency undertaken in the study period that achieves other than a competent result will be recorded and may require the student to immediately discuss their academic performance with the trainers/assessors and the coordinator.

5.4.3 All results of these students will be reviewed at the mid-point of the study period by the Training Manager/Course Coordinator. This will be done by examining the students allocated study program and by examining the academic results provided by trainers and assessors for the units of competency, comprising the study program, undertaken during the study period.

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5.4.4 Students who, at this mid-point, are displaying a lack of satisfactory academic performance in their new units or in units being repeated will be contacted by the Administration Manager to attend a meeting with the coordinator and/or trainers/assessors to discuss their academic progress. Contact will be through personal contact, telephone and/or email and/or SMS or, at last resort, registered mail.

5.4.5 The purpose of this meeting will be to determine the reasons for the ongoing lack of satisfactory performance and to develop strategies involving student support and student action to assist the student to gain competence by the end of the study period.

5.4.6 Outcomes, actions and agreements of that meeting signed by both the coordinator and Administration Manager and the student. A copy will be given to the student and a copy kept on the students file.

5.5 Review of academic performance at end of a consecutive study period.

5.5.1 At the end of the study period the course coordinator will particularly review the academic performance of any student 'At Risk'

5.5.2 If as result of the review it is identified that;

5.5.2.1 A student has failed to/yet to achieve competence in a majority of the units of competence undertaken in the current study period the coordinator will notify the Administration Manager who will notify the student in writing of its intention to report the student to DIAC- DIISRTTE for not achieving satisfactory course progress. This written notice will be sent by registered mail.

5.5.2.2 The written notice will inform the student that he or she is able to access HIC's complaints and appeals process as per ESOS Standard 8 (Complaints and appeals) and that the student has 20 working days in which to do so. A copy of this letter is retained within the student's file.

5.5.2.3 If the student chooses not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting HIC, the Administration Manager will notify the Administrative Officer who will notify the Secretary of DIISRTTE through PRISMS of the student not achieving satisfactory course progress as soon as practicable.

5.5.2.4 Similarly if a result of the review a student's academic performance shows a lack of satisfactory performance in less than 50% of scheduled units the normal interview and intervention strategy approach indicated earlier in this policy and procedure will prevail.

5.5.2.5 Copies of all outcomes and notifications related the appeal processes are kept on the student's file in accordance with HIC's complaints and appeals policy and procedure.

5.6 Review of the impact of intervention strategies on course duration

5.6.1 At all stages of this review and monitoring process the impact of any decision relating to implementation of intervention strategies on the expected course duration for a student will be examined and any likely or possible variation in course duration will be noted on the students file. Reporting the student (issuing a new CoE) will occur when the HIC knows the student cannot reasonably complete his or her course, as specified in the delivery and assessment strategy, within the expected duration as specified on the student's CoE. However HIC will only issue a new CoE when they can accurately predict how long an extension of duration of study the student will require. See Completion within expected duration Policy and Procedure.

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Completion within Expected Duration Policy and Procedure

1.0 Purpose

The purpose of this policy is to monitor the workload of students to ensure they complete the course within the duration specified in their CoE (International students). HIC will only enable students to extend the expected duration of study for the course through the issuing of a new CoE for International students. The policy and procedure applies to all students enrolled at HIC.

2.0 Responsibility

The Administration Manager is responsible for implementation of this procedure and ensuring that staff and students are made aware of its application.

3.0 Requirements

3.1 To ensure students complete their course according to the length of their CoE/Training Plan, HIC enrolls all students in compulsory study periods of 10 weeks (one term).

3.2 HIC monitors each student's progress to ensure that at all times they are in a position to complete their course within the expected duration as specified in their CoE.

3.3 HIC monitors enrolment load and progress at the end of every study period and monitors students during the term ensuring they are passing their individual assessments enabling them to maintain satisfactory course progress

3.4 HIC will only extend the duration of a student's study where it is clear that the student will not complete the course within the expected duration, as specified on the CoE as a result of:

- a. Compassionate or compelling circumstances (for example, illness where a medical certificate states that the student was unable to attend classes)
- b. HIC implementing its intervention strategy for students who are at risk of not meeting satisfactory course progress,
- c. An approved deferment or suspension of study that has been granted under Standard 13.

3.5 Where there is a variation in the student's enrolment load which may affect the student's expected duration of study:

- For International students, this variation is recorded in the student's file with the reasons and via PRISMS and issue a new CoE if necessary.

4.0 Definitions

CoE or a Confirmation of Enrolment is a document that is provided by HIC to an International student who studies in Australia on a student visa. It confirms that an international student is eligible to enrol on a course.

A student **at risk** is one who has been assessed as NYC in one or more of their units attempted in a study period, erratic or random or deemed insufficient for achieving satisfactory academic progress by the Trainer.

Intervention Strategy is an individual plan to provide support and/or assistance to a student identified as 'at risk' of not achieving satisfactory course progress.

Study period is defined as 10 study weeks or ONE term.

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Satisfactory Course Progress is defined as when a student achieves a competent result in all assessments for all units of competency undertaken in a given study period and is on track to successfully complete their program within the expected duration of study.

Unsatisfactory course progress is defined as **not** successfully completing or demonstrating competency in at least 50 % of the course requirements in **two** consecutive study periods.

Monitoring refers to the active checking of course progress.

For the purposes of Standard 9, the **expected duration** of a course is the duration of course as registered on CRICOS. (International students only)

Compassionate or compelling circumstances are generally circumstances beyond the control of the student and which have an impact on the student's course progress or well being. These could include but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes,
- Unexpected illness or death (bereavement) of close family members such as parents or grandparents,
- Student being caught in a major political upheaval or natural disaster in their home country or, if in Australia, requiring emergency travel for such reasons and this has impacted on the student's studies,
- The student is involved in custody proceedings for their child
- The student is involved in legal proceedings where timing is beyond the student's control,
- The student or accompanying family member has an acute medical condition requiring treatment
- A traumatic experience which could include involvement in or witnessing a serious accident and witnessing or being the victim of a serious crime and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- Or where the registered provider 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

The above are only some examples of what may be considered compassionate and compelling circumstances. HIC will use their professional judgement and will assess the documentary evidence provided by the student to support the claim on a case by case basis. HIC will keep copies of these documents in the student's academic file. If you are granted a leave of absence, this may affect your student visa. You are advised to contact the Department of Immigration and Citizenship (DIAC) for advice.

For the purpose of Standard 9, the following additional situation would be considered "compelling circumstances" and could support the granting of an extension of the duration of a student's study,

- If the student had failed occasional units throughout the course but had not done so poorly as to be picked up by HIC's intervention strategy for course progress. In this case, HIC will document the findings of the monitoring process and the decision to extend the student's duration of study in order to complete the course.

5.0 Method

5.1 Students are monitored throughout the term and also at the end of their term as per the Course Progress and Intervention Strategy.

5.2. As soon as a student receives an NYC for an assessment, the trainer advises the Coordinator and a meeting with the student, trainer and Coordinator is arranged as soon as possible

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5.3. The meeting with the Coordinator will involve identifying why the student failed and putting in place a strategy to address the student's needs and assisting them in being able to achieve competency within the duration of their CoE.

5.4. Through identifying issues at the assessment level, intervention strategies are put in place to ensure the students can complete their course within the duration of the CoE.

5.5. Some possible interventions which may be utilised to assist students are:

5.5.1 The option of undertaking additional classes, in order to catch-up with the units.

5.5.2 English language support for oral and written comprehension or

5.5.3 Assistance with academic skills such as essay & report writing, meeting assessment requirements and research skills

5.5.4 Counselling with the Administration Manager/Student Advocacy & Welfare Officer / Counsellor if compassionate circumstances are identified and students are having personal difficulties that may be affecting their progress

5.5.5 A resubmission of the work after further clarification on the requirements is provided to the student or addressing the problems the student had with the assessment item

5.6. If after intervention strategies are put into place and the student still receives an NYC for 50% or more units in a term, then the Course Progress and Intervention Strategy Policy takes effect, resulting in further intervention strategies for the student. (Refer to the Course Progress and Intervention Strategy Policy in the Student Handbook and Orientation Guide)

5.7. HIC considers a student to be at risk of not completing the course within the expected period, if at the end of term the student has to repeat two or more units.

5.8. Issuing a new CoE should occur when HIC decides that the student cannot reasonably complete his or her course within the expected duration as specified on the student's CoE and there have been grounds identified in 3.4 above.

This would normally be done as part of the academic review process conducted at the end of a students' penultimate, study period.

In simple terms the Training Manager/Course Coordinator and the Administration Manager, decide in conjunction with the student whether it is possible, for the student to successfully complete all the remaining units necessary for the award of the qualification within the period of a study period.

Using the allocated hours identified in the delivery and assessment plan they identify the expected extra time required for the student to fully complete the requirements of the qualification.

On determination of the additional time and agreement with the student the Administration Manager will formally advise the Managing Director in writing that a new CoE should be issued to extend the duration of the student's study.

The Managing Director will notify the Secretary of DEEWR through PRISMS as soon as practicable.

Deferral, Temporary Suspension and Cancellation Policy and Procedures

Purpose

Student enrolment can be deferred, suspended or cancelled in limited circumstances by HIC or by the student. When deferral, suspension or cancellation of enrolment is initiated by the Institute, students have the right to appeal the decision. All documentation relating to the

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assessment of student deferral, temporary suspension and cancellation applications will be kept in the student's file. All discussions undertaken with the student during the processing of the application will be recorded using a Student Communication Form as they occur and kept in the student file.

Definitions

Deferral is the postponement of the commencement of your course.

Suspension is the temporary postponement of enrolment during course.

Cancellation is the cessation of enrolment in course.

Compassionate and Compelling circumstances are circumstances beyond the control of the student and which have an impact on the student's course progress or well being.

1.0 Guidelines for International Students

1.1 HIC Initiated Deferral, Suspension or Cancellation

1.1.1. HIC may suspend a student enrolment in the following instances.

- Student misbehaviour as outlined in the Student Code of Conduct.
- Intervention strategy for unsatisfactory course progress.
- Compassionate and compelling circumstances

1.1.2. HIC may cancel a student enrolment in the following instances.

- Student demonstrates serious misconduct as outlined in Student Code of Conduct.
- Erratic course progress, for example, consistent unsatisfactory course progress in non- consecutive semesters or continuous absence from scheduled course hours.
- Non-payment of outstanding fees.
- A Student who ceases attending a course for 14 working days or does not return from leave for 14 working days and is non contactable will be deemed to have 'inactively' advised HIC of his/her failure to continue studying. In this case, HIC is not required to give the student access to the appeals process.

1.1.3. In cases where suspension or cancellation of the student's enrolment is initiated by HIC, students will be notified and given 20 working days to access HIC's internal complaints and appeals process (see Complaints and Appeals Procedure).

1.1.3.1. The change in enrolment status will not be reported to DEEWR until the internal appeals process is completed unless extenuating circumstances relating to the welfare of the student apply.

1.1.4. Once the deferral, suspension or cancellation is processed, HIC will notify DEEWR via PRISMS within 14 days.

1.2. Student Initiated Deferral, Suspension or Cancellation

1.2.1. International students may defer commencement of a course or temporarily suspend their enrolment during their course in the following limited circumstances.

- On the grounds of compassionate or compelling circumstances (at the discretion of the Institute). See Compassionate and/or Compelling Circumstances.
- Student visa delay.

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1.2.2. Students may request a deferral of the commencement of their course by completing an Application to Defer, Temporarily Suspend or Cancel studies Form and submitting it to the Administrative Officer prior to the course commencing.

1.2.2.1. Once the deferral is processed the student will receive a Confirmation of Enrolment letter and have a new enrolment agreement written to reflect the new commencement.

1.2.3. Students who wish to temporarily suspend their enrolment must obtain written approval from the Administration Manager.

1.2.3.1. Students need to complete an Application to Defer, Temporarily Suspend or Cancel studies Form and submit it, together with all supporting documentation to the Administration Manager.

1.2.3.2. To obtain approval, students must submit the form a minimum of 10 working days before the requested suspension date.

1.2.3.3. In case of an emergency situation that compels the student to suspend their course, the minimum submission deadline of 10 working days may be waived. Please see Compassionate & Compelling Circumstances Policy for further guidelines on what constitutes an emergency situation.

1.2.4. Students who wish to cancel enrolment in their course must obtain approval from HIC and attend a cancellation appointment.

1.2.4.1. Students must complete an Application to Defer, Temporarily Suspend or Cancel studies Form or where applicable a Transfer between Providers Application Form and submit it, together with all supporting documentation, to the Administration Manager.

1.2.4.2. The Administration Manager will decide the outcome of the student's request for cancellation.

1.2.4.3. If the student requests a refund, the Administration Manager will submit their request to the Managing Director for approval of the refund.

1.2.4.3. The student must complete an Application for Refund (Cancellation) Form and submit it with their Application to Defer, Temporarily Suspend or Cancel studies Form.

1.2.4.4. If the student does not accept the outcome of their request for cancellation, the Administration Manager will escalate the student's application to the RTO Manager.

1.2.4.5. Once the cancellation is processed, the student will receive a Release Letter from the RTO MANAGER.

1.2.5. Once the deferral, temporary suspension or cancellation is processed, the Compliance Officer will notify DEEWR via PRISMS within 14 days.

2.0 Additional Guidelines for International Students

2.1. If an international student's enrolment is temporarily suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist).

2.1.1. The student will be required to prove that they are returning home, such as providing their airline ticket.

2.1.2. The Administration Manager will take a copy of the airline ticket for the student's file.

2.2. International students can temporarily suspend enrolment for a maximum period of six months.

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2.2.1. In the case of exceptional circumstances (supported by documented evidence), longer suspensions may be granted at the discretion of HIC management.

2.3. Deferral, temporary suspension or cancellation of enrolment may affect the student's visa.

2.3.1. If an international student's enrolment is suspended for more than six months, the student's visa may be cancelled by DIAC.

Compassionate and/or Compelling Circumstances Policy

Purpose

This policy outlines any compassionate or compelling circumstances which may affect a student's enrolment.

Compassionate or compelling circumstances are generally circumstances beyond the control of the student and which have an impact on the student's course progress or well being. These could include but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes,
- Unexpected illness or death (bereavement) of close family members such as parents or grandparents,
- Student being caught in a major political upheaval or natural disaster in the home country or, if in Australia, requiring emergency travel for such reasons and this has impacted on the student's studies,
- The student is involved in custody proceedings for their child
- The student is involved in legal proceedings where timing is beyond the student's control,
- The student or accompanying family member has an acute medical condition requiring treatment
- A traumatic experience which could include involvement in or witnessing a serious accident
- and witnessing or being the victim of a serious crime and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- Or where the registered provider 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

The above are only some examples of what may be considered compassionate and compelling circumstances. HIC will use their professional judgement and will assess the documentary evidence provided by the student to support the claim on a case by case basis. HIC will keep copies of these documents in the student's academic file

For the purpose of Standard 9, the following additional situation would be considered "compelling circumstances" and could support the granting of an extension of the duration of a student's study,

- If the student had failed occasional units throughout the course but had not done so poorly as to be picked up by HIC's intervention strategy for course progress. In this case, HIC will document the findings of the monitoring process and the decision to extend the student's duration of study in order to complete the course.

Fees and Charges Policy for International students

This policy outlines the fees and charges that the Harward International College (HIC) has with relation to the tuition during the course of enrolment of international students.

1. Enrolment

Prospective students apply for enrolment on the prescribed HIC Student Application Form (Form at the end of this document). The application is assessed by HIC and a letter of offer is issued to the prospective student. Once the student reads the information pertaining

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to the enrolment (including college rules and requirements), the student must sign the agreement and include the required deposit as specified in the letter of offer.

2. Explanations and definitions

- 2.1 The Admission Fee refers to the costs associated with processing the application.
- 2.2 OSHC is the acronym for Over Seas Health Cover which is medical health cover that international students must have while they are studying in Australia. Upon payment, HIC students are covered from the moment they arrive in Australia.
- 2.3 Course Tuition Fee refers to daily tuition aspect of each specific course.
- 2.4 Materials Fee refers to the associated materials (including copies, texts, equipment etc) of each course.
- 2.5 Repeat of Unit Fee and/or Repeat of Competency Fee refer to the expense that a student is charged if a Unit or Competency needs to be repeated.
- 2.6 No fees paid to HIC will be transferred to another educational institution.
- 2.7 Letter of Offer is the letter sent by HIC to the prospective student in response to a student's Application for Enrolment.
- 2.8 Acceptance of Offer is the agreement of the prospective student to accept all the rules, student responsibilities, terms, conditions and policies of HIC.
- 2.9 Pre-paid tuition fees – the tuition fee deposit received for a student by HIC before the agreed starting day of the first study period
- 2.10 Payment Schedule is the itemisation of payable Course Tuition Fees on or before the prescribed dates.
- 2.11 Student default – the student has broken the terms of their written agreement with HIC as a) the student does not commence the program on the agreed starting day; or b) the student withdraws from the program either before or after the agreed starting day; or c) HIC cancels the student's enrolment because of one or more of the following events: the student failed to pay an amount they were liable to pay)the student breached a condition of his or her student visa; misbehaviour by the student

3. Course Tuition Fee

- 3.1 Prospective students must pay an Enrollment Fee [A\$ 200], OSHC, Course Tuition Fee and Materials Fee as outlined in the letter of offer, in order to secure their enrolment at HIC.
- 3.2 The Course Tuition Fee for the course that the student is enrolled will remain the same for the duration of the specific course of enrolment.
- 3.3 Enrollment Fee fee is non-refundable.
- 3.4 Pre-paid tuition fees : HIC will collect fees for one study period at a time and a maximum of 50% of the total course fees in the first study period (except for courses less than 24 weeks where collecting 100% of fees upfront can be collected). Balance Course Tuition Fees must be paid no later than two weeks prior to the end of the previous semester.
- 3.5 In accordance with the Student Acceptance of Offer agreement, if the Course Tuition Fees are not received by the agreed date (as per the payment schedule in the letter of offer) a late payment penalty will be incurred at the rate of \$10 per day (Max \$120) or part thereof that the payment is in arrears.
- 3.6 If any fees are not paid, in accordance with Student Acceptance of Offer and the payment schedule in the Letter of Offer, HIC may take any appropriate action for debt recovery. Further, according to the Deferment, Temporary Suspension and Cancellation

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Policy, HIC may cancel a student's CoE for non-payment of outstanding fees. If a student is dissatisfied with this decision, they have twenty (20) working days to appeal, in accordance with the HIC Complaints and Appeals Policy.

3.7 Course and other Fees are not transferable to another student or institution but may be transferred to another course within HIC at the discretion of the HIC after payment of an administrative fee.

4. Refunds

General Policies and Procedures

This policy applies to all intending, commencing and continuing International Students. As soon as an International Student accepts a place offered by Harward International College and pays the associated fees, a binding contract is created between the Student and Harward International College. Students are to be advised a complaints and appeals process is available, information available in your handbook.

Harward International College Management and staff endeavour to provide timely and accurate information on the course related fee requirements to enrolling and enrolled students of Harward International College. Under the ESOS Act / TPS Legislation, Harward International College will endeavour to follow: dedicated account for Student fees who commence July 2012 and only take 50% of the course fees per Semester. Students will be reported for default of fees within 5 days on PRISMS. Payment plans can be arranged. Students will also be reported for non-commencement with 5 days of scheduled commencement date. All student fees paid will be placed on PRISMS as they are accepted and placed in dedicated account for student fees. Fees generally are not be taken any earlier than two weeks prior to commencement of Semester. We will endeavour to maintain an account to sustain refunds for training not currently delivered. For multiple courses students are enrolled, fees are only taken for the initial study period. Fees can be paid in advance if the Student wishes to do this, under their own decision making. A form is required to be signed by the student from Harward International College, accepting this payment and the conditions under which it was taken. Further information is available to Students on the TPS Legislation and to Agents at Harward International College web site <http://www.harward.vic.edu.au/>.

The RTO Manager shall:

1. Ensure that all information contained in marketing and advertising that relates to course fees are accurate and relevant to current fee policy, and that students are provided with 30 days notice prior to any course fee changes.
2. On receiving an enquiry or written application from a student. The RTO Manager will provide advice concerning course money refunds, provide the enrolled or enrolling student with information relating to and access to the course fee refunds procedures.
3. On receiving an enquiry or written application from a student regarding refunds or fees, the RTO Manager will advise Harward International College management team and CEO of the pending application. Review and assessment of procedures will be carried out and documented for future improvement and efficiency.

DIAC VISA Refusal

If an application for an initial application is refused, the DIAC processing office will issue a letter of confirmation that the student visa application has been refused. A copy of this visa refusal letter must be sent to Harward International College as proof of visa refusal along with letter of request for refund, in order for the student to receive a refund in accordance with the refund policy for International students.

Acceptance of offer

All students enrolling will receive a written Letter of Offer and Student Agreement describing student default and the term and conditions applicable to the refund of student fees. Student Agreement must be signed to proceed with enrolment. Enrolment checking: Management ensures Student Agreement been completed and signed by student. If this has not been completed or signed correctly, Manager is to contact student to advise enrolment cannot proceed without their signature and completion of document.

Submitting a request for refund

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CRICOS: 03234B | RTO: 22332
Phone: (03) 9639 4699 | Fax: (03) 8669 4055
Email: info@harward.vic.edu.au | Web: www.harward.vic.edu.au

Student Hand Book

- Student may cancel their enrolment at any time, subject to the timing of the request, cancellation charges may apply.
- All requests for refund of any monies must be made in writing to the RTO Manager or Administration Officer.

For current students

- Refund request forms are available at reception or by contacting administration at: info@harward.vic.edu.au
- This form can be submitted by email, post or in person to reception.

For students who have not yet commenced

Application must be in writing and received by fax, post or email.

General procedure

- A record of the decision in relation to the refund request will be put in writing and sent to the student
- A copy of the decision will be placed in the student file.
- Where a student is entitled to a refund of fees under this policy, the refund will be paid within four (4) weeks of receiving the written request.
- Where a student is entitled to a refund of fees arising from "provider default", the refund will be paid within 2 weeks of the date of the provider default.
- Refunds will only be made by direct deposit (electronic funds transfer) into a bank account nominated by the student on the request form / in writing.
- Refunds will be paid in Australian dollars to the person who entered into the contract with Harward International College.
- Prior to commencing their course, and subject to approval, students may apply in writing to defer their course commencement to a later date. Harward International College will credit any fees paid to the agreed future date, without penalty.

Course Money Refunds

Harward International College will provide a total refund of Course Money paid in advance or for tuition already received where:

- a) The course does not start on the agreed starting day.
 - b) The course ceases to be provided at any time after it starts but before it is completed;
- or
- c) The course is not provided in full to the student because a sanction has been imposed on the registered provider under part 6 (ESOS Act)

Please refer to refund tables in this document, to ascertain refund structures and fees.

Provider Default

Should Harward International College be unable to deliver its courses to enrolled students, a full refund of course money will be paid to enrolled students within 2 weeks of the default day which will be determined as the day in which the course was scheduled to commence. Alternatively the student may be offered an alternative course(s). The alternative course arrangement will be at Harward International College expense. The student's written acceptance of the alternative course offer will relieve Harward International College liability to provide a refund to the student.

Should the above arrangement not be suitable to the student Harward International College will arrange for its TPS process to promptly offer affected students a place in a suitable alternative course(s). The student's acceptance of the alternative course offer in writing will

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Student Hand Book

relieve Harward International College from its obligation to refund all course money to the student. Percentage of fees, for training left to achieve will be refunded to the Student.

Additional information regarding TPS process is available on Harward International College web site and TPS (<https://tps.gov.au/Home/NotLoggedIn>) web site or by contacting College.

Harward International College will only refund prepaid course money directly to the student and will not under any circumstances refund course money to a third party.

Further information about the TPS can also be found at:

<https://aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Review/Pages/Changescommencing1July.aspx>

Should Harward International College cease to provide a course of study, and is not in a position to refund the tuition fees, Harward International College will notify the TPS Director within three business days of the default (or intention to default) and will have 14 days to satisfy its tuition protection obligations to current students. At the end of the 14 days, Harward International College will have a further 7 days to advise the TPS Director of the outcome.

Refund Table for Fee Paying International Students

Enrolment Fee	Non-Refundable
Tuition Fees	
Visa refused prior to course commencement	Full refund not including enrolment fee The amount of unspent pre-paid fees that the provider must refund the student for the purpose of subsection 47E(2) of the Act is the total amount of the pre-paid fees the provider received for the course in respect of the student less the following amount: the lesser of: (a) 5% of the total amount of pre-paid fees that the provider received in respect of the student for the course before the default day; or (b) the sum of \$500.
Withdrawal at least 10 weeks prior to agreed start date	Full refund not including enrolment fee
Withdrawal at least 4 weeks prior to agreed start date (student default)	75% refund not including enrolment fee
Withdrawal 2- 4 weeks prior to agreed start date (student default)	25% refund not including enrolment fee
Withdrawal less than 2 weeks prior to the agreed start date	No refund
Withdrawal on or after the agreed start date (student default)	No refund
Visa cancelled due to actions of the student	No refund
Abandons the course without notice	No refund and the balance of all outstanding fees for the course to be invoiced to the student
Course withdrawn by RTO (before the agreed start date)	Full refund including enrolment fee
HIC is unable to provide the course after course start date (for which the original offer was made)	Return of unused tuition fees. Pre-paid fees may be transferred to an alternative enrolment where the student agrees
The course is not provided fully to the student because the Institute has a sanction imposed by a Government	Return of unused tuition fees

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regulator	
Recognition of Prior Learning (RPL) fees	No refund if Statement of Attainment provided
Visa extension is refused	Return of unused tuition fees
Compulsory Health Insurance (student visa holders only)	Refer to Overseas Student Health Cover provider
Home stay fees and accommodation booking fee (if applicable)	Full refund of unused fees if two weeks' notice is given
Airport Pick-up (if applicable)	Full refund if service cancelled prior to flight arrival
Transfer to another provider	Return of unused tuition fees

Additional Notes for Fees and Refunds

If a student withdraws and there is a refund due for their OSHC, then they must apply direct to the OSHC provider for any refund due. This will be subject to the OSHC provider refund policy

All date calculations are based on the date the form is received by HIC, not the date student completed the form (If Different)

Refund Policy Special Conditions

Harward International College reserves the right, at the discretion of the Director - should particular circumstances arise, Harward International College will give consideration to increasing the amount of refund due and / or waiver the conditions, requirements for those students who are forced to withdraw for reasons of a compassionate nature or where the reasons are deemed to be reasonable and genuine.

Refunds will be made payable to the Student who is transferring.

Refunds in the case of a student not continuing studies, will be made to the Student's home account and are to be made immediately following the Student's departure from Australia.

Harward International College will always notify students formally when they are at risk of termination due to non-compliance with student Visa conditions or Harward International College policies and procedures.

Once Student is advised formally of non-compliance, they are advised they can access Harward International College Complaints and Appeal process within 20 working days and that DIAC will be informed.

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

5. Designated Account

HIC places pre-paid course fees for the first study period into a designated account which can only be drawn down when the student's first study period begins. HIC does not mix this pre-paid course fees held in a designated account with other money.

6. Recognition of Prior Learning

6.1. Students who believe they already have some of the competencies in the course may apply for Recognition of Prior Learning (RPL). Application may only be made after enrolment and payment of fees and must be made using the appropriate Application Form upon request.

6.2. Students who are not satisfied with the application outcome are able to access the Complaints and Appeals Policies and Procedures.

7. Repeat units Fees

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7.1. If a student has been assessed at Not Yet Competent (NYC) in any Unit of Competency during a term, He/she will be given one opportunity to complete the re-assessment during regular classes within the specific term and based on the student's final assessment.

7.5. Students may sit for up to two assessments for any Unit of Competency. If the student fails to acquire Competency after the second re-assessment, then he/she must repeat the Unit of Competency.

7.6. Units of Competency may be repeated in the next availability within the boundaries of HIC's timetable. Students must make these arrangements with the RTO Manager. The following fees apply to students requiring to repeat each Unit of Competency:

7.6.1 Certificate IV in Business BSB40207 (CRICOS 072356J) - \$ 300

7.6.2 Diploma of Business BSB50207 (CRICOS 072357G) - \$ 300

7.7. If a student is required to repeat a complete term of a course, the fees paid will be calculated based on the normal cost of tuition fees of each term, plus the equivalent in materials fees.

8. Other Charges

8.1. Re-issue of an HIC student ID - \$10

8.2. Re-issue of an Academic Transcript, Certificate, Diploma, - \$50

8.3. Payment of any fee or charge by credit card – an additional 1% above the initial amount.

Tuition Protection Service at HIC

Under the Tuition Protection Service (TPS) framework, HIC has a statutory obligation to report to the TPS Director and the Secretary about provider and student defaults. This is the first layer of tuition protection for students.

Students

- Should read their written agreement carefully before signing it - it is a legal contract.
- Ensure the agreement is clear on the number of study periods in the course, how the fees are distributed throughout the course for each study period and the difference between tuition fees and other types of unprotected fees such as accommodation.
- Should be aware of any conditions or deductions from a refund they may incur if they do not commence or complete the course (this is called a student default) or where their visa is not approved.
- Keep a copy of all receipts for money they have paid to a provider.
- Ensure their provider gives them a record of all study completed at each stage of their course.
- Let their provider know as soon as any of their contact details change.
- If an international student is referred to the TPS following a provider closure and wants to accept an offer of a place with an alternative provider, the student will have to meet any additional academic and fee requirements of the alternative provider, if higher than the original provider.

Providers

- Are expected to meet their default obligations under the Education Services for Overseas Students Act 2000 (ESOS).
- Have to contribute annually to the TPS.
- Have the opportunity to place students who are referred to the TPS in a suitable alternative course.
- Are under no obligation to accept a student that has sought a placement with them following another provider's default.

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Nature of Guarantee at HIC

Harward International College is dedicated to ensure that once students have commenced studying their chosen qualification or course, they will receive the highest quality of training and Assessment and support services as outlined in the student agreement. In the event that the HIC is no longer able to provide the training and assessment services as initially outlined in the student agreement and paid for, then HIC will arrange for agreed training and assessment to be completed through another RTO (No Fees will be incurred). Prior to the transfer students will be formally notified of the arrangements including any refund of fees that may be applicable.

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. In the unlikely event that HIC is unable to deliver a course that has been paid for and HIC does not meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider's 'default obligations'), the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found. Note: You will be required to pay fees to your new college once the credit-free tuition period is over. For further information please refer to the Tuition Assurance Scheme - <https://tps.gov.au/StaticContent/Get/StudentInformation>.

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Credit Transfer/National Recognition/ RPL

Policy

HIC must appropriately recognise course credit within ESOS framework and to meet the requirement of Standard 12 of National Code.

This policy outlines the process for HIC to grant course credit to applicable students. If necessary, the duration of study is adjusted accordingly and students are advised of HIC's granting of credit.

HIC will ensure that Credit Transfer / RPL is offered to all applicants on enrolment and that the process is structured to minimise the time and cost to applicants; and provides adequate information and support to enable applicants to gather reliable evidence to support their claim for recognition of competencies currently held, regardless of how, when or where the learning occurred.

Guidelines

Procedures for granting and recording course credit if applicable are carried out by the Course. Course credit will be assessed and granted (if appropriate) at the time of application and the adjusted duration will be reflected in the offer letter and Confirmation of Enrolment (CoE). To gain course credit, applicants must provide certified copies of evidence with their application.

Course credit may be granted in the form of Recognition of Prior Learning (RPL) or Credit Transfer (CT).

RPL must be conducted by the Training Manager/Course Coordinator/Assessor while Credit Transfer and National Recognition are essentially administrative processes.

Credit Transfer (CT):

Credit transfer involves recognising a previously completed course to see if it provides equivalent learning or competency outcomes to those required within the student's current course of study.

Course credit may reduce the length of a student's course. If this occurs before visa is granted, HIC indicates the actual course duration in the confirmation of enrolment issued for that student for that course. If the course credit is granted after visa is granted, the change in course duration is reported via Provider Registration and International Student Management System (PRISMS) under section 19 of the Education Services for Overseas Students (ESOS) Act.

National Recognition

National Recognition is:

- recognition by a registered training organisation (RTO) of the Australian Qualifications Framework (AQF) qualifications and statements of attainment issued by all other RTOs, thereby enabling national recognition of the qualifications and statements of attainment issued to any person;
- recognition by each state and territory's registering body of the training organisations registered by any other state or territory's registering body and of its registration decisions; and
- recognition by all state and territory course-accrediting bodies and registering bodies of the courses accredited by each state or territory's course-accrediting body and of its accreditation decisions.

Procedure

1. Applicants for Credit Transfer/National Recognition must complete the Credit Transfer/National recognition Application Form, attach a copy of a verified Award or Statement of Attainment and submit the application to the Administrative Staff.

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2. The Administrative Staff must check the Award or Statement of Attainment and grant credit transfers for identical units that have been identified as being completed at another Registered Training Organisation.
3. Verified copies of Qualifications and Statements of Attainment used as the basis for granting Credit Transfer/National Recognition must be kept on the student files
4. The completed Credit Transfer record must be signed by the student and the Administrative Staff/Trainer/Assessor or Administration Manager.
5. Granting of Credit Transfer must be recorded as a module outcome in the students file
6. After Credit Transfer is granted a student's course schedule must be reviewed and modified to ensure a full time load and details of this placed on the student's file.

Recognition of Prior Learning (RPL)

Students who believe they already have some of the competencies in the course may apply for Recognition of Prior Learning (RPL). Application may only be made after enrolment and payment of fees and must be made using the Application Form that will be provided during orientation.

Assessor Qualifications

HIC shall at all times ensure that assessors completing assessment for prior learning must hold the TAE40110 Certificate IV in Training and Assessment from the TAE10 Training and Education Training Package or be able to demonstrate equivalence of competencies as a minimum; however, trainers are encouraged to obtain further qualifications.

Definitions:

Recognition of Prior Learning (RPL): Recognition of Prior Learning (RPL) is a process that allows the competencies you already possess to be recognised, regardless of how you obtained them. These might include skills you picked up on the job or from other life experiences that do not necessarily include formal training.

Recognition of prior learning suits people who have industry relevant:

- work skills or knowledge
- paid or unpaid work
- experience life experience
- community work experience

Recognition of prior learning could provide you with a full or part qualification, and avoid duplication of training. It could be used to identify what training you may need to complete a qualification, or could provide a pathway to higher qualifications for people who may not have access to further training.

Your RPL Assessor can discuss evidence you will need to supply with your application if you wish to have your experience recognised. In many cases, RPL will only give the off-the-job component of the unit. You may still need to meet the on-the-job component, assessed at work.

Course credit may reduce the length of a student's course. If this occurs before visa is granted, HIC indicates the actual course duration in the confirmation of enrolment issued for that student for that course. If the course credit is granted after visa is granted, the change in course duration is reported via Provider Registration and International Student Management System (PRISMS) under section 19 of the Education Services for Overseas Students (ESOS) Act. Students need to sign a letter as confirmation of acceptance of course credit granted.

In the instance whereby an applicant provides certified copies of results from their previous provider, HIC will recognise these units of competence previously studied at another provider.

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Procedure

1. Students who wish to apply for RPL are advised to contact HIC to obtain an RPL Application Form for the course that they wish to enrol.
2. Upon receipt of **RPL Application Form**, the Training Manager / Course Coordinator/Assessor will assess the evidence provided. Evidences that can be used to support the **RPL** application can include:
 - A detailed resume
 - Letters from employers
 - An interview with the Training Manager/Course Coordinator/Assessor.
 - Work skills or knowledge
 - Paid or unpaid work experience
 - Life experience
 - Community work experience

(a complete list can be found in the appropriate RPL Kit)
3. Applicants must provide additional evidence if requested by the Training Manager/Course Coordinator/Assessor.
4. The Training Manager/Course Coordinator/Assessor will assess the evidence in relation to: validity, reliability, currency and fairness.
5. The Training Manager/Course Coordinator/Assessor will complete mapping of evidence provided by student to the HIC's **Record of Recognition Assessment outcome** for the course they are wishing to apply credit to.
6. A **RPL Acceptance Letter** will be prepared by the Training Manager/Course Coordinator/Assessor with the attached copy of **Record of Recognition Assessment outcome** with the credit competencies approved.
7. Training Manager/Course Coordinator/Assessor will return the Application form with the result of the Administrative Staff. The Student will be asked to sign the acceptance letter within 7 working days from the date of the letter.
8. Upon receipt of student's **RPL Application Form** and the Enrolment Form, the Administrative Staff will issue a **Letter of Offer** with the duration as confirmed by the Training Manager/Course Coordinator. A copy of the RPL Application Form and **Record of Recognition Assessment outcome** placed in the student Academic file.
9. If the granting a student course credit leads to a shortening of the student's course, Administrative Staff must Indicate the net course duration in the Enrolment Acceptance Agreement
10. Students who are not satisfied with the application outcome are informed to access the **Complaints and Appeal Policy and Procedures**.

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Transfer between registered providers

Policy

This policy applies to international students only.

In accordance with the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007, HIC will not knowingly enrol a student transferring from another education provider prior to the student completing six months of their principal course unless circumstances outlined in 1.0 a-d apply.

A student may apply to transfer to another provider after they have completed six months of their principal course. If a student is enrolled in a package of courses, they must complete any prerequisite courses, and then the first six months of the principal course.

Guidelines

1.0 Circumstances where student transfer is allowed within six months of the principal course of study

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

2.0 Inward Transfers

2.1 Onshore international students, who wish to enrol in an HIC course, must submit a release letter from their current provider before HIC will issue a CoE, unless

2.1.1 The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered, or

2.1.2 The original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course, or

2.1.3 Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

2.2 Admissions staff may use the HIC application form, PRISMS or a copy of the student's visa in the passport to ascertain the principal course and whether the student has completed six months of their principal course.

2.3 If a letter of release is received and is satisfactory, the application proceeds as normal.

2.4 If no satisfactory letter of release is obtained, the application process is halted and the student informed that they are unable to transfer at this time.

2.5 The letter of release is kept in the student's Administrative file.

2.6 HIC does not take students under 18 years of age under care arrangements.

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3.0 Outward Transfers

3.1 Onshore international students who wish to enrol into a course at another provider must submit an Application Form: Transfer between Providers, along with a valid letter of offer from the other provider to the Administration Manager for consideration.

3.2 If no satisfactory letter of offer is obtained, the application to transfer is halted and the student is provided with a written response advising that they are unable to transfer at this time and the reasons for the refusal.

3.3 Transfer may be granted:

- a. where the student applies on personal or academic grounds that are unable to be resolved using HIC's resources, and
- b. the student has no outstanding fees owing to HIC.

3.4 A letter of release will be issued at no cost to the student within 10 working days of the transfer request being granted.

3.5 Students are required to contact DIAC to confirm whether a new student visa is required.

3.6 Where a release letter has been granted, the Compliance Officer will submit a course variation through PRISMS, in accordance with Reporting Student Course Variations on PRISMS. A copy of the course variation is to be placed in students file

3.7 Transfer will not be granted under the following circumstances:

- a. where it would be considered detrimental to the student,
- b. where it may jeopardise the student's progress through a package of courses,
- c. the student has recently started studying the course and the full range of support services are yet to be offered,
- d. the student is trying to avoid being reported to DIAC for failure to meet HIC's requirements,
- e. a valid letter of offer from the other provider has not been provided.

3.8 Where HIC does not grant a letter of release, the student will be provided with a written letter stating the reason(s) for refusal.

3.8.1 The letter of refusal will be provided to the student within 10 working days of receipt of the form and the student will be informed of his / her right to appeal the decision, in accordance with Complaints and Appeals Procedure.

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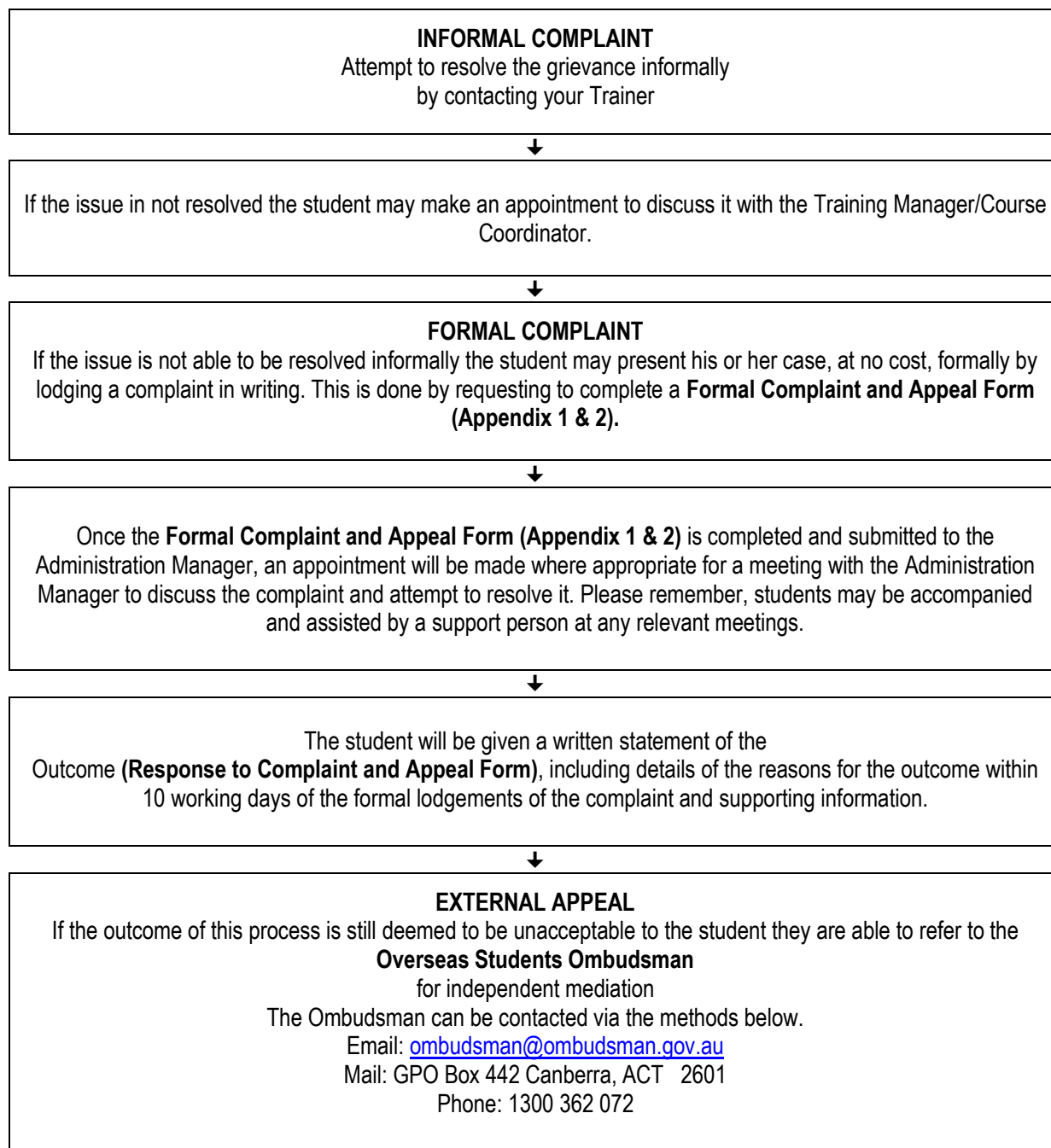
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International Student Complaint Flowchart

As part of HIC's commitment to a positive learning environment, a procedure for complaints and grievances is in place to ensure equitable treatment with a system for appeal. This system is independent, readily accessible and inexpensive for the parties involved.



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Student Complaints and Appeals Policy and Procedures

1.0 Purpose

1.1 The purpose of this procedure is to define the system available to students for dealing with complaints and appeals, independent resolution and appellant rights.

Each student may be accompanied and assisted by a support person at any relevant meetings and has the opportunity to formally present their case at minimal or no cost.

The procedure requires a written record of the complaint or appeal to be kept in the student's Administrative file. The student is also given a written statement of the outcome, including all details of the reasons for the outcome.

2.0 Responsibility

2.1 The Administration Manager is responsible for implementation of this procedure and ensuring that staff and students are made aware of its application.

3.0 Requirements

3.1 Students who are concerned about the conduct of HIC are encouraged to attempt to resolve their concerns using this procedure.

3.2 All prospective students will be provided with information about complaints and appeals before making a contract to enrol and again at course commencement.

3.3 All complaints and appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution

3.4 All parties will have a clear understanding of the steps involved in the procedure

3.5 Students will be provided with details of external authorities they may approach, if required

3.6 At any stage in the complaint or appeals process students are entitled to have their own support person included in the complaint/appeals/resolution process.

3.7 All complaints and appeals will be managed fairly and equitably and as efficiently as possible

3.8 The process will commence within ten (10) working days of the formal lodgement of the complaint or appeal and supporting information. HIC will attempt to resolve any complaint or appeal fairly and equitably and all reasonable measures will be taken to finalise the process as soon as practicable.

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

3.10 HIC will encourage the parties to approach a complaint or appeal with an open view and to attempt to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to mediate between the parties.

3.11 A student's enrolment must be maintained if the student chooses to access HIC's complaints and appeals process and the process is ongoing.

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3.12 If the internal or external complaint handling or appeal process results in a decision that supports the student, HIC must immediately implement any decision and or corrective and preventative action required and then advise the student of the outcome.

3.13 Nothing in this procedure inhibits student's rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies. Students wishing to take this course of action are advised to:-

- Contact a solicitor; or-
- Contact the Law Institute of Victoria, 470 Bourke St Melbourne 3000, telephone (03) 9607 9311 for a referral to a solicitor.

4.0 Definitions

4.1 Complaint - dissatisfaction with a service offered, discrimination or treatment received at HIC.

4.2 Complainant – person making the complaint

4.3 Appeal – dissatisfaction with a decision made by HIC

4.4 Appellant – person making the appeal

5.0 Method (Note: Each student may be accompanied and assisted by a support person at any relevant meetings.)

Informal Complaint Process

5.1 Any student with a complaint may raise the matter with trainers and coordinators of HIC and attempt an informal resolution.

5.2 Students who are not satisfied with the outcome of the complaint are encouraged to register a formal complaint.

Formal Complaint Process

5.3 Should the complaint remain unresolved after informal resolution is attempted then the student should complete a Formal Complaint and Appeal form (Refer to Appendix 1 & Appendix 2) and contact the Administration Manager and arrange a meeting. At this meeting the complaint can be raised and a resolution attempted.

5.4 At the complaint meeting:

- The complaint must be recorded in writing and signed and dated by the complainant and the Administration Manager
- The outcome of the complaint meeting and reasons for the decision must be recorded in writing and signed and dated by the complainant and the Administration Manager

5.5 The Administration Manager will attempt to resolve the complaint with the student and any other parties who may be involved. The resolution phase must commence within 10 working days of the complaint being lodged. (It should be noted that a maximum time of 20 working days will be allotted in which a resolution can be reached. This will be known as the resolution phase.)

5.6 Following the complaint meeting and resolution phase, HIC must document and convey the decision to the student and act to rectify any substantiated complaint

5.7 If a student is dissatisfied with the outcome of the formal complaint meeting then they may institute an internal appeals process by completing the Formal Complaint and Appeal form and indicating that an appeal is being sought.

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Appeals

Internal Appeals

5.8 Internal Appeals may arise from a number of sources including appeals against assessment, appeals against discipline actions and appeals against decisions arising from complaints. The essential nature of an appeal is that it is a request by a student to reconsider a decision made by HIC.

5.9 Students appealing an assessment or RPL outcome will be given the opportunity for reassessment by a different assessor selected by HIC. The recorded outcome of the assessment appeal will be most favourable result for the student from either the original assessor or the reassessment.

5.10 The student's enrolment must be maintained while an internal complaint/appeal is in progress and the outcome has not been determined if the internal complaint or appeal is initiated by the student.

5.11 The appeal resolution phase must commence within 10 working days of the internal appeal application (Refer to Appendix 1) being lodged.

5.12 The Appeals panel will comprise two senior staff members not directly involved in the matter and will be convened by the Administration Manager within 10 days of the appeal being received.

5.13 The outcome of the internal appeal and reasons for the outcome will be recorded in writing and signed and dated by the Appeal Panel and placed in the student file.

5.14 The student is advised in the written outcome advice from their internal appeal that they have 10 working days to access the external appeals process and must advise HIC if they intend to do so.

5.15 Following the internal appeal HIC must convey the decision to the student and implement any improvement actions arising from the complaint.

External Appeals

5.16 If the matter is still unresolved after the above procedures have been implemented and the internal appeals process exhausted, students are advised of external organisations to whom they may lodge a complaint

- Overseas Students Ombudsman: <http://www.oso.gov.au/making-a-complaint/>
- ASQA complaint page: <http://www.asqa.gov.au/complaints/making-a-complaint.html> Consumer Affairs Australia: The Australian Consumer Law (http://www.consumerlaw.gov.au/content/Content.aspx?doc=the_acl.htm)
- Department of Education, Employment and Workplace Relations (DEEWR) by completing the online form at <https://aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/Pages/ESOSEnquiry.aspx>

Students bear all external appeal costs.

5.17 Where a decision or outcome is in favour of the student, HIC will follow the required action to satisfy the student's complaint as soon as possible.

5.18 The details of the complaints and appeals, procedures followed and outcome are placed in the student file.

DIAC Requirements

(Applicable to international students on Student visa)

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Student visas have a number of conditions that are set by Australian law and must be followed. If you have a visa sticker in your passport, there will be a series of numbers corresponding to the conditions of your visa. If you have an electronic visa, the conditions will be listed on the email you receive from DIAC.

For a full list of Student Visa conditions, go to <http://www.immi.gov.au>

International students in Australia must maintain full-time enrolment in each semester.

Below are some of the Student Visa Conditions that you need to comply with if you are an international student. You risk being reported to DIAC if you fail to comply to the below:

Visa Condition 8105

- You are permitted to work. (Up to 20 hours per week during semester not including work that is a part of your course and unlimited hours during semester breaks).

Note: If you work any more than 20 hours per week during the semester, DIAC may cancel your visa. Random checks are conducted on employers by DIAC officers on a regular basis.

Visa Condition 8202

- You must remain enrolled in a full-time CRICOS registered course
- You must have a satisfactory academic result for each term or semester.

Visa Condition 8206

- Students intending to change education provider should contact their current education provider for information. In most circumstances the new education provider will be restricted from enrolling a student if they have not completed 6 months of their main course of study for which the visa was granted.

Visa Condition 8501

- You must maintain adequate arrangements for health insurance during your stay in Australia.

Note: Under policy, this means that you must maintain Overseas Student Health Cover (OSHC).

Visa Condition 8516

- You must continue to satisfy the requirements for grant of your student visa.

Note: This means, for example, that your main course of study must continue to be a course in the education sector that matches your student visa, and that you must continue to have sufficient financial capacity to support your study and stay in Australia

Visa Condition 8533

- You must notify your education provider of your residential address in Australia within 7 days of arriving in Australia. You must notify your education provider of any change in your residential address within 7 days of the change.
- You must notify your education provider of a change of education provider within 7 days of receiving the electronic Confirmation of Enrolment certificate or evidence of enrolment.

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Relevant legislation

A range of legislation is applicable to all staff and students. In order to comply with regulatory requirements, HIC must inform you during orientation, of your legislative obligations. They are as follows:

EQUAL OPPORTUNITY ACT 1995 AND RACIAL AND RELIGIOUS TOLERANCE ACT 2001

In Victoria, racial discrimination is unlawful in the areas of education, employment, goods and services, accommodation and land, sport and local government. For the purposes of the Victorian Act, "race" includes colour, nationality or national origin, descent, ancestry, and ethnic origin or ethnicity. The Act also makes it unlawful to discriminate against a person on the ground that the person has a relative or associate who is of a particular race. Racial and religious vilification is also unlawful in Victoria. The most serious forms of racial and religious vilification are a criminal offence.

EDUCATION SERVICES FOR OVERSEAS STUDENTS ACT 2000 (ESOS ACT)

This Act applies to students in that it mandates certain policies, procedures and actions by the Institute. For example, the Act requires HIC to report those students who have not met student visa conditions relating to attendance and academic performance to Department of Immigration and Citizenship (DIAC). Students are to be advised that such policies and procedures are not subject to the discretion of the Institute and are required by law.

NATIONAL VOCATIONAL EDUCATION AND TRAINING REGULATOR ACT 2011

This act was established to ensure quality VET standards and regulation and to strengthen Australia's international VET sector.

NATIONAL CODE OF PRACTICE FOR REGISTRATION AUTHORITIES AND PROVIDERS OF EDUCATION AND TRAINING TO OVERSEAS STUDENTS 2007

This Act provides nationally consistent standards for the conduct of registered providers and the registration of their courses

MIGRATION ACT 1958

This Act applies to students in that it allows the Immigration Department to automatically cancel a student visa 28 days after a notice is sent to the student under Section 20 of the ESOS Act if the student has not visited DIAC. Students are to be advised that they must visit DIAC within 28 days of a Section 20 notice if they wish to remain on their student visa.

OCCUPATIONAL HEALTH AND SAFETY ACT 2000

This Act applies to students in that it mandates certain policies, procedures and actions by HIC. For example, the Act requires HIC to ensure that students are provided with safe areas for training and assessment while on the premises. Students are to be advised that such policies and procedures are not subject to the discretion of the Institute and are required by law.

VOCATIONAL EDUCATION AND TRAINING ACT 1990

This Act applies to students in that it mandates certain policies, procedures and actions by HIC. For example, the Act requires in certain circumstances that HIC provide certain government bodies with information the Institute has regarding a student.

Further information on relevant legislation can be found at the following websites.

OH&S <http://www.worksafe.vic.gov.au>

EO <http://www.humanrightscommission.vic.gov.au/>

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Student Hand Book

VET <http://www.skills.vic.gov.au/>

ESOS <http://aei.deewr.gov.au/ESOS>

DIAC <http://www.immi.gov.au>

Privacy <http://www.privacy.gov.au/>

ASQA <http://www.asqa.gov.au>

It is the responsibility of all staff to ensure the requirements of relevant legislation are met at all times. Use the web sites indicated, or contact the Training Manager if you require further information.

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Student Hand Book

Emergency Services

The Triple Zero (000) service is the quickest way to get the right emergency service to help you. It should be used to contact Police, Fire or Ambulance services in life threatening or emergency situations.

Calls to Triple Zero (000) are free and can be made from mobile, home and work telephones, and payphones.

Contact list of Police Stations in Melbourne CBD

Name	Address	Contact No
Australian Federal Police	383 La Trobe St, Melbourne, VIC, 3000	(03) 9607 7777
Victoria Police Centre	637 Flinders Street Melbourne 3005	(03) 9247 6666
Melbourne East Police Station	226 Flinders Lane, Melbourne, VIC 3004.	(03) 9637 1100
Victoria Police	456 Lonsdale St, Melbourne, VIC, 3000	(03) 8628 3280

Contact list of Hospitals in Melbourne CBD

Name	Address	Contact No
The Alfred Hospital	Commercial Rd Prahran VIC 3181	(03) 9276 2000
Freemasons Hospital	117 Albert St, Melbourne, VIC, 3000	(03) 9483 3500
Royal Women's Hospital	132 Grattan St, Carlton, VIC, 3053	(03) 9344 2000
St Vincent's Hospital	41 Victoria Parade, Fitzroy, VIC 3065	(03) 9288 2211
The Royal Victorian Eye & Ear Hospital	32 Gisborne St, East Melbourne, VIC, 3002	(03) 9929 8666
Epworth Hospital	89 Bridge Rd, Richmond, VIC, 3121	(03) 9426 6666
Royal Children's Hospital	Flemington Road, Parkville Vic. 3052	(03) 9345 5522

Contact list of Chemists in Melbourne CBD

Name	Address	Contact No
Collins St Pharmacy	470 Collins St, Melbourne, VIC, 3000	(03) 9629 1147
Elizabeth Pharmacy	125 Elizabeth St, Melbourne, VIC, 3000	(03) 9670 3815
Flinders Lane Pharmacy	253 Degraives St, Melbourne, VIC, 3000	(03) 9650 0249
Union Health Pharmacy	393 Swanston St, Melbourne, VIC, 3000	(03) 9650 9348
Melbourne Central Pharmacy	Swanston St, Melbourne VIC 3000	(03) 9663 4747

Contact list of Doctors in Melbourne CBD

Name	Address	Contact No
Buzzard A J	517 St Kilda Road, Melbourne	(03) 9867 1839
Doctors On Collins	Level 3, 423 Bourke Street, Melbourne	(03) 9642 2456
Family Planning Victoria - Action Centre	Level 1, 92-94 Elizabeth Street, Melbourne	(03) 9654 4766
City Medical Clinic	Level 5, 313 Little Collins Street, Melbourne	(03) 9650 3122
Medical one	292 Swanston Street, Melbourne	(03) 8663 7000
William Street Clinic	Suite 19, 121 William Street, Melbourne	(03) 9629 5833

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The Mensana Clinic Pty Ltd	Unit 18, 33 Queens Road, Melbourne	(03) 9867 7066
Collins Place Medical Clinic	Level 3, 71 Collins Street, Melbourne	(03) 9650 3278
Era Health Clinic	563 Bourke Street, Melbourne	(03) 9944 6200
Swanston Clinic	55 Swanston Street, Melbourne	(03) 9654 9818
Collins Street Medical Clinic	Level 8, 267 Collins Street, Melbourne	(03) 9654 6088
The Albert Road Clinic	31 Albert Road, Melbourne	(03) 9256 8311
Dr Harvey Rotstein	12 Collins Street, Melbourne	(03) 9654 2426
Dr Michael Nissen	461 St Kilda Road, Melbourne	(03) 9867 2911
Dr P L Colville	24-28 Collins Street, Melbourne	(03) 9654 7255
Dr Robert Reed	18-20 Little Collins Street, Melbourne	(03) 9654 6188
Wong	358-360 Lonsdale Street, Melbourne	(03) 9606 0988
Dr. Woods Surgery	71 Collins Street, Melbourne	(03) 9652 4218

Contact list of Dentists in Melbourne CBD

Name	Address	Contact No
Melbourne Dental Hospital	720 Swanston St, Carlton, VIC 3053	(03) 9341 1040
Dental Unity Pty Ltd	Level 9, 1-5 Elizabeth St, Melbourne, VIC, 3000	(03) 9614 1999
Dental Health Care Associates	175 Collins St, Melbourne, VIC, 3000	(03) 9650 2909
Union Health	393 Swanston St, Melbourne, VIC, 3000	(03) 9662 2466

Contact list of Legal Advisors in Melbourne CBD

Name	Address	Contact No
TW Agency Solicitors	15, 470 Collins St, Melbourne, VIC, 3000	(03) 9629 2900
Alderuccio Solicitors	Level 3, 552 Lonsdale St, Melbourne, VIC, 3000	(03) 9670 7440
Norton Gledhill	459 Collins St, Melbourne, VIC, 3000	(03) 9614 8933
Legal Aid	350 Queen St Melbourne VIC 3000	(03) 9269 0234

Contact list of Financial Advisors in Melbourne CBD

Name	Address	Contact No
Rundles Chartered Accountants	Level 16, 500 Collins St, Melbourne, VIC, 3000	(03) 9629 4631
Ian Johnson Chartered Accountants	L 41, 80 Collins St, Melbourne, VIC, 3000	(03) 9650 6800
Filippo Chartered Accountants	395 Collins St, Melbourne, VIC, 3000	(03) 9614 8777

Contact list of Banks in Melbourne CBD

Name	Address	Contact No
Bank of China	270 Queen St, Melbourne, VIC, 3000	(03) 9602 3655
ANZ	351-353 Elizabeth St, Melbourne, VIC, 3000	(03) 570 5429
St George Bank	325 Collins St, Melbourne, VIC, 3004	13 33 30
Bendigo Bank	Level 4, 120 Harbour Esplanade, Docklands, VIC, 3008	(03) 9642 5183
National Australia Bank	500 Bourke St, Melbourne, VIC, 3000	(03) 8641 3500

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Commonwealth Bank

385 Bourke St, Melbourne, VIC, 3000

13 22 21

Westpac

360 Collins St, Melbourne, VIC, 3000

13 20 32

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Appendix 1

Student Appeal Form

Important Information:

- Appeals form will be provided in accordance with HIC's International Student Complaints and Appeals Policy and Procedure
- You should read the policy and procedures carefully to establish your eligibility for an appeal
- Any request for a student's appeals must be made in writing, using this form
- Before your form for an Appeal will be considered, you must complete all the sections below and attach documents relevant to your application

Usage of form:

- Appeals against academic assessment
- Appeals against the notification of intension to report due to unsatisfactory course progress / nonpayment of fees
- Appeals against the result of an application for special consideration in relation to an individual student
- Appeals against the application for suspension/deferment/cancellation of enrolment

Processing Time:

- 10 working days from the date of receipt

Checklist

- ☐ I have indicated the grounds for appeal and addressed these in my submission.
- ☐ I have attached copies of all my supporting documentation

Personal Details

Family Name:	Given Name:	
Student ID:	Group:	
Address:		
Email:		
Courses:		
<input type="checkbox"/> Certificate IV in Business	<input type="checkbox"/> Diploma of Management	<input type="checkbox"/> Advanced Diploma of Management
<input type="checkbox"/> Certificate IV in Marketing	<input type="checkbox"/> Diploma of Marketing	<input type="checkbox"/> Advanced Diploma of Marketing

* If you change your address during the period, please contact us to ensure your address details are updated for future correspondence.

Details of the Appeal

Please provide a summary of your appeal in the space below (Attach Separate Sheet, if needed)

What is your preferred outcome:

Student Declaration

I declare the information provided in this application is accurate and I have read and understood the information regarding the appeals process of Harward International College provided on the website

http://www.harward.vic.edu.au/pdf/HICHandbook_OrientationGuide.pdf

Student signature: _____

Date: _____

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Appendix 1

To be completed by Harward

Date of meeting with student:

Who attended the meeting:

What action has been proposed in relation to the Appeal? _____

Should the decision made by Harward earlier be upheld? Yes / No

Rationale: _____

If there any remedial action required by Harward? Yes / No

If Yes, what action is proposed? _____

Signature: _____

Dated: _____

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Appendix 2

Strictly Confidential

Use this form to lodge a formal complaint about any matter or appeal a decision made in relation to your enrolment or studies.

Enclose the completed form in the envelope provided to ensure confidentiality.

Formal Complaint

Name of student: _____

Student Number/ID: _____

Date complaint lodged: ____ / ____ / ____

Details of Complaint:

Persons involved:

Date the complaint occurred: _____

Attempts made to resolve the matter informally:

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Appendix 2

What is your preferred outcome:

Student signature: _____

To be completed by Harward International College

Date of meeting with student:

Who attended the meeting:

What action has been proposed to resolve the matter?

Has the matter been resolved to the satisfaction of all concerned?

If so, what date was the matter resolved?

If there any remedial action required by Harward?

Signature: _____

Dated: _____

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Information Technology

ACCEPTABLE USE POLICY

Each student must read this Agreement and agree to the terms and conditions of this policy before the student may use the computer network. By logging onto the computer network at HIC, you agree to abide by the terms and conditions of this policy. Failure to abide by these terms and conditions may result in cancellation of computer network privileges, disciplinary action and/or appropriate legal action.

Use of the school's technology, computers and network is a privilege, not a right. By logging onto the Computer network at HIC you agree that:

- You will not use the Network to look for material which is unrelated to the curriculum.
- You may not use the Internet to access, download or create unacceptable material – This includes but is not limited to films, music, pornography and videos.
- You must not place content on the Internet relating to HIC
- You must not annoy or harass another person or persons
- You agree not to copy, print or download software, data or other material which is protected by copyright unless permission is granted.
- You agree to respect the rights and privacy of others and you will not reveal your username and/or password to others or allow them to use your account.
- In fairness to other users, you will make your network use as efficient as possible.
- You agree to take care and avoid damage to computer hardware and software and you must not install software on the school's computers
- You acknowledge and accept the rights that we reserve and you also agree to maintain your personal folder and mailbox according to the Guidelines.
- You must not attempt to obtain unauthorised access to the institute's computer resources. You also agree to check your disks and storage media used at school regularly for viruses.
- You will not use technology resources to publish or distribute information related to the school.

Student's Declaration: I hereby acknowledge that I have read and agree to abide by all HIC rules, directives and codes of conduct.

Student Name: _____

Student ID: _____

Student Signature: _____

Date: ____/____/____

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