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STUDENT HANDBOOK

Logic Entity Australia Pty Ltd T/a Abbey College Australia

www.abbeycollege.edu.au

Ground Floor and Level 3, 187-189 Thomas St, Haymarket NSW 2000

Level 11 118 King William St, ADELAIDE, SA, 5000

CRICOS Code: 02658G | RTO Code: 91136



ABOUT THIS STUDENT HANDBOOK

All Abbey College Australia International students will have access to a copy of this handbook. The handbook contains some guidelines on what is expected in the way of behavior whilst undertaking training and assessment with Abbey College Australia. It also includes important information about your rights and obligations. Students are expected to abide by its direction and intent. Please check that the version you have is the most current version. The version is located at the footer of each page. Check with Student Services to ensure that you have the current version.

Abbey College Australia welcomes any feedback or comments about this Student Handbook.

DISCLAIMER

Abbey College Australia attempts to ensure all information distributed to students are up to date, but sections may be amended without notice. Any person acting on information contained should first check with the Institute to ascertain whether the relevant information is updated. The Institute, its agents, and staffs will not be liable for any damage or loss caused directly or indirectly from the possession, publication, or use of the information contained. It is provided in good faith without express or implied warranty. The references to legal services are for information only and do not constitute legal advice.

Table of Contents

1. WHO WE ARE	1
2. WHERE WE ARE	2
3. CONTACT DETAILS	6
STAFF OFFICES.....	6
KEY CONTACT DETAILS	6
WHO TO CONTACT IF YOU NEED HELP	6
SUPPORT, WELFARE AND GUIDANCE	7
4. YOUR RIGHTS AND RESPONSIBILITIES	11
PRIVACY AND PERSONAL INFORMATION PROTECTION	11
National VET Provider Collection Data Requirements Policy – Amendment	13
MINIMUM MANDATORY CONTENT PRIVACY NOTICE	14
USING & DESTROYING PERSONAL INFORMATION.....	15
UPDATING AND ACCESSING PERSONAL INFORMATION	15
YOUR ENROLMENT OBLIGATIONS	16
CODE OF CONDUCT FOR STUDENT	16
5. STUDENT LIFE	22
ORIENTATION	22
UNIQUE STUDENT IDENTIFIER (USI)	23
EXEMPTIONS FOR INDIVIDUALS.....	23
COMPLAINTS.....	25
STUDENT NUMBER	25
STUDENT ID CARD	25
UNIT MATERIALS - MOODLE SYSTEM	25
ASSESSMENTS	25
ASSESSMENT RECORDS.....	26
ASSESSMENT PRE-REQUISITES	26
ASSESSMENT LODGEMENT	26
MARKING	26
RE-ASSESSMENT.....	26
FAILURE TO SUBMIT POLICY (FTS).....	26
INVALID ASSESSMENT(S) DUE TO MISCONDUCT, IRREGULARITIES OR PLAGIARISM	27
THE GRADING SYSTEM	27
COMPETENT.....	28
NOT COMPETENT.....	28
QUALIFICATION CERTIFICATES AND STATEMENTS OF ATTAINMENT	28
INTERVENTION STRATEGY FOR STUDENTS AT RISKS	29
ATTENDANCE	29
MONITORING COURSE PROGRESS OF STUDENTS POLICY.....	31
PROCEDURES	32
ACADEMIC MISCONDUCT	36
PLAGIARISM & REFERENCING	37
LEARNING SKILLS AND RESOURCE SUPPORT	38
ENGLISH ASSISTANCE SESSION	38

LIBRARY	38
PRINTING AND COPYING.....	38
COMPUTER EQUIPMENT AND USE OF PERSONAL DEVICES	38
RTOMANAGER & MOODLE	39
DOCUMENT REQUEST	39
6. LIVING IN SYDNEY.....	40
ACCOMMODATION	40
COST OF LIVING.....	40
BANKING & FINANCE.....	40
TRANSPORT	41
AWARDS/JOB SEARCH/VOLUNTEER WORK	41
SCHOOLING FOR YOUR CHILDREN	41
BEACH SAFETY.....	41
7. STUDENT SERVICES.....	43
STUDENT SUPPORT	43
SOCIAL EVENTS	43
ACADEMIC SUPPORT SERVICES.....	43
TUTORIAL ASSISTANCE.....	43
PROVISION OF LANGUAGE, LITERACY AND NUMERACY (LLN) ASSISTANCE	44
COMPUTER SKILLS.....	44
QUALITY TRAINING AND ASSESSMENT	44
INDIVIDUAL SUPPORT	44
8. ENROLMENT.....	45
ENTRY REQUIREMENTS	45
SELECTION CRITERIA.....	45
ENROLMENT PROCESSES	45
PACKAGE OFFERS	46
RECOGNITION OF PRIOR LEARNING (RPL)	46
CREDIT TRANSFER (CT)	47
9. CHANGES OF ENROLMENT	48
CHANGE OF COURSE.....	48
DISCONTINUATION OF STUDIES	48
DEFERMENT, SUSPENSION OR CANCELLATION DURING ENROLMENT.....	48
PRIOR TO COMMENCEMENT OF COURSE.....	48
DEFERRING ENROLMENT	48
TEMPORARY SUSPENSION	49
DEFERMENT/SUSPENSION APPLICATION CONDITIONS	49
SUSPENSION OR CANCELLATION OF ENROLMENT BY ABBEY COLLEGE	49
EXTENDING COURSE DURATION	51
FAILURE TO COMMENCE A COURSE.....	51
TRANSFER BETWEEN PROVIDERS	51
ABBEY COLLEGE AUSTRALIA TRANSFER CONDITIONS.....	53
10. FINANCE	55
FEES.....	55
TUITION FEES	55
ADMINISTRATIVE FEES	56
OTHER FEES.....	56

PAYMENT METHOD	58
LATE PAYMENT OF FEES	58
REFUND POLICY	58
PROTECTION OF TUITION FEES PAID	61
11. STUDENT VISA CONDITIONS AND RELATED POLICIES	62
INTERNATIONAL STUDENT VISA REQUIREMENTS	62
ESOS ACT 2000 REQUIREMENTS.....	62
ATTENDANCE REQUIREMENTS	62
COURSE PROGRESS REQUIREMENTS.....	62
TRANSFER BETWEEN PROVIDERS	63
AUSTRALIAN RESIDENTIAL ADDRESS REQUIREMENTS	63
OVERSEAS STUDENT HEALTH COVER.....	63
COMMENCEMENT	63
VISA CANCELLATION.....	63
12. SCHOLARSHIPS	65
13. FEEDBACK, COMPLAINTS AND GRIEVANCES	66
INFORMING THE STUDENT.....	66
PROCEDURES FOR GRIEVANCE MANAGEMENT	66
STEP 1: COLLECTING INFORMATION	66
STEP 2: PROCESSING THE INFORMATION	67
STEP 3: FURTHER INVESTIGATION	67
STEP 4: MAKING A DECISION	67
PROCEDURES FOR COMPLAINTS AND APPEALS	68
INDEPENDENT MEDIATOR.....	68
14. EMERGENCIES.....	70
EMERGENCY CONTACTS	70
FIRST AID	70
EMERGENCIES	70
RESPONDING TO A CRITICAL INCIDENT: STAFF ROLES AND RESPONSIBILITIES	71
NOTIFICATION OF GOVERNMENT ORGANISATIONS.....	72

1. WHO WE ARE



DELIVERING TODAY'S SKILLS SINCE 2005

We wish to welcome you to our college. Your decision to study with us is an important one and we look forward to supporting you throughout your course with us. Our Student Support Staff are available to answer your questions and guide you to support services within the college and externally.

Logic Entity Australia Pty Ltd trading as Abbey College Australia has been delivering quality training to local and international students since 2005. We are one of the leading education providers in Sydney and we would be delighted to have you join us at our campus in the heart of Sydney's CBD.

Abbey College Australia has a Training and Assessment system that ensures:

- all trainers and assessors hold appropriate qualifications and relevant industry experience to deliver services to participants.
- all trainers and assessors are thoroughly familiarized with all Abbey College Australia's policies and procedures, especially those directly related to the training and assessment.

Abbey College Australia will not advertise, market or promote any VET course unless it is listed on the National VET Regulator's National VET Register which is found at www.training.gov.au and/or CRICOS Register found at

<https://cricos.education.gov.au/Course/CourseDetails.aspx?CourseID=105130&LocationID=8733> .

The staff at Abbey College Australia have many years of collective experience in training within the VET sector. Our staff has built a reputation for the delivery of quality learning programs based on national standards. With our highly qualified instructors and well-structured programs, we aim to empower learners to contribute to their educational growth and equip them with the best practical skills in the competitive corporate landscape.

Good luck with your studies and enjoy your time here!

2. WHERE WE ARE

Please find us at:

Sydney Campus: Ground Floor and Level 3, 187-189 Thomas Street, Haymarket 2000 Australia

Street Directions:

Abbey College Australia Sydney Campus



abbeycollege.edu.au

+61 2 9055 8558

CLASSROOMS AND FACILITIES AT SYDNEY CAMPUS

CLASSROOMS

Our classrooms are located at Ground Floor and Level 3, 187-189 Thomas Street, Haymarket 2000 Australia.

Most classrooms are equipped with computers, Whiteboards, projectors and all equipment required for teaching purposes.

KITCHEN AREA

The kitchen area is located on Level 3 of the building, and is equipped with microwaves, boiling/chilled water dispenser, and washingsink.

STUDENT COMMON ROOM

Student Common Area is available for studentsto use to read, study, prepare for their classes and enjoy their meals. The area is located on level 3 of the building at 187-189 Thomas Street, and is equipped with computers, vending machines, and others.

LIBRARY AND LEARNING RESOURCES

Library is located at Ground Floor of the teaching building. The room is located on the Ground Floor of the building at 187-189 Thomas Street. Please refer to thenext section for more details about library.

Learning resources are provided to the students before the delivery of unit of competencies through Moodle Platform.

Adelaide Campus: L11, 118 King William St, Adelaide SA 5000 Australia

Street Directions:

ABBHEY COLLEGE AUSTRALIA
ADELAIDE CAMPUS



**ABBHEY COLLEGE ADELAIDE CAMPUS
LEVEL 11/118 KING WILLIAM ST**

abbeycollege.edu.au **+61 2 9055 8558**

CLASSROOMS AND FACILITIES AT ADELAIDE CAMPUS

CLASSROOMS

Our classrooms are located at Level 11, 118 King William St. Adelaide SA 5000 Australia

Most classrooms are equipped with computers, whiteboards, projectors and all equipment required for teaching purposes.

KITCHEN AREA

The kitchen area is equipped with microwaves, boiling/chilled water dispenser, and washingsink.

STUDENT COMMON ROOM

Student Common Area is available for students to use to read, study, prepare for their classes and enjoy their meals. The area is equipped with computers, vending machines, and others.

LIBRARY AND LEARNING RESOURCES

Library is located on the same on the floor.

Learning resources are provided to the students before the delivery of unit of competencies through Moodle Platform.

3. CONTACT DETAILS

STAFF OFFICES

Please note that the student support representative is your **first** point of contact.

Administration Office:

Ground Floor, 187-189 Thomas Street,
Haymarket 2000 Australia

Phone: +61 2 9055 8558

Emails: info@abbeycollege.edu.au

Office business hours:

Monday to Friday 09:00 to 18:00

Emergency Contact:

0433532966

Website: <http://www.abbeycollege.edu.au/>

KEY CONTACT DETAILS

General Enquiries

Email: info@abbeycollege.edu.au

Admission Enquiries

Email: info@abbeycollege.edu.au

Administration Enquiries

Email: admin01@abbeycollege.edu.au

Academic Enquiries

Email: sharmin@abbeycollege.edu.au

Finance Enquiries

Email: account@abbeycollege.edu.au

WHO TO CONTACT IF YOU NEED HELP

Studying in a different country, new location, with diverse cultures and backgrounds while achieving academic excellence can be challenging, so it is important to us that you have access to great help, advice and care.

If you have a problem, or you just feel like you need someone to talk to, let us know. If, at any time, you have a problem or require support, please see our Reception Desk as the first point of contact so that we can find the best person to help you.

Student services:

- If you have general enquires
- To notify change of your address
- If you required first aid while on campus
- Enquires on you qualification / certificate issuance
- To apply deferment and suspension
- To receive student ID
- Payment related question
- If you have any complaints or grievances
- Or if you do not know whom to ask

Academic support:

- If you have queries related to your course and units
- Inquires on your class, time-table or change of class
- If you missed your classes or need academic support
- Course progress enquires
- Reassessment and resubmission enquires

Trainer and assessor

- Any assessment related queries
- Feedback on your assessment
- Attendance enquires
- Late submission for current subject / units

SUPPORT, WELFARE AND GUIDANCE

International Students are also able to access an independent mediator as an additional support service to assist in problem resolution. The college has identified 'The Resolution Institute' as a highly experienced organisation that specialise in mediation through Alternative Dispute Resolution (ADR). However, Abbey College Australia is also open to the use of other qualified mediators. The Resolution Institute be contacted on 1800 651 650 or at www.iama.org.au.

To support the mental health and wellbeing of students, Abbey College Australia has signed a student assistance services agreement with NVP (New View Psychology) which is Australia's largest Psychology provider. NVP provides psychological counselling if there is a need for it. New View Psychology (NVP) provides counselling and psychological services nationally and internationally.

The following contacts are also provided for support of students:

- Australian Tax Office <http://www.ato.gov.au>
- Department of Home Affairs (DHA) <https://homeaffairs.gov.au/>
- Commonwealth of Australia Law <http://www.comlaw.gov.au/>
- Department of Education and Training <http://education.gov.au/>
- Australian Industrial Relations Commission <http://airc.gov.au/>
- Wage Net <http://www.wagenet.gov.au/>
- Human Rights & Equal Opportunity Commission <http://www.hreoc.gov.au/>
- Office of the Federal Privacy Commissioner <http://www.privacy.gov.au/>
- Australian Drug Foundation <http://www.adf.org.au/>
- Quit (Smoking) <http://www.quit.org.au>
- Mental Health <http://www.sane.org>
- Suicide Callback <http://www.suicidecallbackservice.org.au>
- Mission Australia <http://www.missionaustralia.com.au>
- Learn to Swim in NSW <https://nsw.swimming.org.au>
- Learn to Swim in South Australia <https://www.stateswim.com.au>
- sexual assault, family and domestic violence <https://www.whiteribbon.org.au/>

If you are in immediate danger, call 000 for Police and Ambulance help if you are in immediate danger.

1800RESPECT

- 1800 737 732

This is a 24-hour national sexual assault, family and domestic violence counselling line for any Australian who has experienced, or is at risk of, family and domestic violence and/or sexual assault. Individuals can also access local support services and search the internet using Daisy, a free app developed by 1800RESPECT that protects user privacy. For more information, you can visit : <https://1800respect.org.au/>

Men's Referral Service

- 1300 766 491

This service from No to Violence offers assistance, information and counselling to help men who use family violence.

Mensline Australia

- 1300 789 978

Supports men and boys who are dealing with family and relationship difficulties. 24/7 telephone and online support an information service for Australian men.

Lifeline

- 13 11 14

Anyone across Australia experiencing a personal crisis or thinking about suicide can call 13 11 14, or text 0477 13 11 14 at night (6pm-midnight AEDT). Someone will help put you in contact with a crisis service in your state or territory.

Kids Help Line

- 1800 551 800

Free, private and confidential, telephone and online counselling service specifically for young people aged between 5 and 25 in Australia.

Elder Abuse Help Line

- 1800 353 374

Free information and support services for people who experience or witness the abuse of an older person. Operating hours vary.

Financial Counselling Australia

- 1800 007 007

Access free resources and advice from a private financial counsellor. Call 1800 007 007 to speak to someone in your state.

Information about nearest medical centres:**Nearest to Sydney Campus:**

- Sydney Premier Medical & Health Centre, 309 Pitt St, Sydney NSW 2000, PH: (02) 8964 8677
- Holdsworth House Medical Practice, Level 3/26 College St, Darlinghurst NSW 2010, PH: (02) 9331

7228

- Pyrmont Medical Centre, shop 142/313 Harris St, Pyrmont NSW 2009, PH: (02) 9660 8145
- Sydney Central Medical Centre, 306/451 Pitt St, Haymarket NSW 2000, PH: (02) 9212 3953

Nearest to Adelaide Campus:

- Adelaide City General Practice, Level 2/29 King William St, Adelaide SA 5000, PH: (08) 8410 1322
- CLINIC H, Clinic, H Basement/82 King William St, Adelaide SA 5000, PH: 0474 224 219

Other external service contacts for students:

- | | |
|--|--------------|
| • Translating and Interpreting Services | 131 450 |
| • Lifeline | 131 114 |
| • Crime Stoppers | 1800 333 000 |
| • Alcohol and Drug Information Service | 1800 422 599 |
| • Mental Health Line | 1800 011 511 |
| • Sexual Assault, Domestic and Family Violence | 1800 737 732 |
| • International Student Legal Advice | 02 9698 7645 |

4. YOUR RIGHTS AND RESPONSIBILITIES

For the latest information about relevant legislation please visit www.austlii.edu.au and/or www.legislation.nsw.gov.au

PRIVACY AND PERSONAL INFORMATION PROTECTION

When you enrol at Abbey College Australia the personal information you provide is protected under the *Privacy and Personal Information Protection Act 1998* and the *Privacy Act 1988*. These Acts imposes obligations regarding the collection, storage, use and disclosure of your personal information.

Abbey College Australia will use your personal information for the purpose of general participant administration, planning and communication. In addition, your personal information may be provided to governmental agencies in the Australian Training sector. Abbey College Australia will not knowingly provide personal information to third parties for commercial purposes.

We are obliged to tell you the purpose of collecting personal information, who receives this information and where it is held. We must also provide for your ongoing rights to access this information about yourself and make corrections if necessary. We are also obliged to protect your personal and private information and not disclose it without your knowledge and approval. Information we ask you to provide will only be that which is necessary for the purposes of your course enrolment, learning and study records.

Information is collected during your enrolment in order to meet our obligations under the *ESOS Act 2000* and the *National Code 2018*; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the *Education Services for Overseas Students Act 2000*, the *Education Services for Overseas Students Regulations 2001* and the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*. Department of Education and Training is also a government department to which the college is obliged to disclose certain information. Information collected about you can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme. In other instances, information collected can be disclosed without your consent where authorised or required by law.

Abbey College will retain all student records for at least 2 years after an overseas student ceases to be an enrolled student at Abbey under the *National Code 2018*.

Abbey College Australia will retain records of qualifications and statements of attainment issued for 30 years.

Abbey College Australia ensures that current and past students are able to access records of their achievements. All students who have provided a verified USI, and whose results have been reported into the national VET provider collection, will be able to access their records through the USI system.

See Appendix C for a mandatory declaration related to collection and supply of data and information to NCVER.

To learn more please refer to the *Privacy Act* and *National Privacy Principles* (2001)

ABBEY COLLEGE AUSTRALIA PRIVACY NOTICE

The term “personal information” has the meaning given to it in the *Privacy Act*. In general terms, it is any information that can be used to identify an individual whether the information is true. If the information we collect identifies a student, or their identity can be reasonably ascertained from it, the information will be considered personal information. Abbey College Australia recognises the importance of protecting individual’s privacy and personal information.

Abbey College Australia is bound by the [Australian Privacy Principles](#) (APPs) in the [Privacy Act 1988](#) (Cth) (the Privacy Act), *Student Identifiers Act 2014*. These Acts regulates how we can collect, use, disclose and store personal information, including sensitive information, and how individuals may access and correct records containing their personal information. We respect student rights to privacy under the Privacy Act and we comply with all the Privacy Act’s requirements in respect of the collection and management of your personal information.

The type of personal information we may collect includes, but is not limited to:

- name;
- mailing and/or street address;
- contact details;
- age and/or birth date;
- sensitive information as defined by the Privacy Act (such as information about your country of birth); and
- city or town of birth.

When collecting student’s personal information, we may collect it in different ways including, but not limited to:

- from various forms input such as enrolment application and orientation acknowledgement forms;
- via phone, online, digitally, correspondence, and in person;
- directly from a student and / or during a conversation with a student; and
- government agencies; law enforcement other educational institute, educational agents and others legal and appropriate methods and other service providers.

National VET Provider Collection Data Requirements Policy – Amendment

The Industry and Skills Council of Ministers has updated Section 4 of the June 2013 National VET Provider Collection Data Requirements Policy as follows:

Freedom of Information (FOI) — Your rights to access documentation

The *Freedom of Information Act* gives you the right to access documents held by Abbey College Australia (as well as most government agencies). Under the Act, you are also able to ensure that records held concerning your personal affairs are not incomplete, missing, out of date or misleading.

If you want to access documents held by Abbey College Australia, you do not have to explain why you want access. To request access to documents, you will make a request in writing to the Campus Manager. You can only ask to see documents which may contain the information you are seeking.

You cannot ask for an answer to a specific question or ask for a document to be created specially to meet your request.

To learn more please refer to the *Freedom of Information Act 1989*.

Work, Health and Safety

Abbey College Australia has a duty to ensure the health, safety and welfare of all employees, students and visitors. At enrolment you will be informed of any course requirement that you provide and wear protective clothing and equipment. During an orientation session on your first attendance you will be given information on what to do in case of an emergency or if you are injured and require first aid.

You must not interfere with or misuse anything provided for you in the interest of health and safety. You should report any safety issues or concerns to your teacher or campus staff as soon as possible. You are also required to take responsibility for your own health and safety and that of the equipment provided to you.

If your course leads to a career with specific WH&S requirements, these will be taught as part of the curriculum.

MINIMUM MANDATORY CONTENT PRIVACY NOTICE

Under the *Data Provision Requirements 2020*, Abbey College Australia is required by law to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on our enrolment form) may be used or disclosed by Abbey College Australia for statistical, administrative, regulatory and research purposes. Abbey College Australia may disclose your personal information for these purposes to Commonwealth and State or Territory government departments and authorised agencies; and NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes: populating authenticated VET transcripts; facilitating statistics and research relating to education, including surveys and data linkage; pre-populating RTO student enrolment forms; understanding how the VET market operates, for policy, workforce planning and consumer information; and administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent, third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

For more information about NCVER's Privacy Policy go to <https://www.ncver.edu.au/privacy>

Please note: This Privacy Notice is to be given to students in addition to the RTO's Privacy Policy

USING & DESTROYING PERSONAL INFORMATION

We collect personal information about a student so that we can perform our functions and activities and to provide the best possible quality of customer service.

We collect, hold, use and disclose our student personal information to:

- correctly identify them;
- process services such as verifying a USI or applying for USI on behalf of student; and
- comply with any Australian law and regulations.

No personal information will not be released unless the law permits it or the relevant individual permission is granted. We take reasonable steps to ensure student personal information is protected from misuse and loss and from unauthorised access, modification or disclosure. Abbey College Australia cannot guarantee:

- the security of transmission of information individual communicate to us;
- the information a student supplies will not be intercepted while being transmitted over the internet; and/or
- any personal information or other information which individual send to us is transmitted at their own risk.

Where our website contain links to other websites operated by third parties, we cannot guarantee the privacy practices of any third-party website and we are not responsible for the privacy policies or the content of any third-party website. Third party websites are responsible for informing individuals about their privacy practices. Students are strongly advised to examine each website's privacy policy thoroughly.

In accordance with Section 11 of the *Student Identifiers Act 2014* Cth (SI Act), we will securely destroy students personal information which we collect from a student is solely for the purpose of applying for a USI on student's behalf as soon as practicable after the USI application has been made or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.

The personal information about student that we provide to the Registrar, including your identity information, is protected by the *Privacy Act 1988* Cth. The collection use and disclosure of your USI are protected by the *SI Act*.

UPDATING AND ACCESSING PERSONAL INFORMATION

Students have a right to access their own personal information including attendance records, results, and course progress at any time. All the information will be made available for students' access through the student management portal RTOManager, and the login detail for RTOManager will be given at the orientation day. To request for a formal confirmation letter or related documents from the college, students may fill in a "document request form" at the campus reception.

Students have an obligation to inform the college of any changes in contact detail or other personal information. Students may make a request by filling a 'change of detail form' or directly modify their personal details on RTOManager using their login details.

If you believe that your personal information is incorrect, please discuss with our administration team.

YOUR ENROLMENT OBLIGATIONS

Students are responsible for abiding our enrolment conditions. This include:

- Keeping a copy of all documents issued by Abbey College Australia
- Keeping your contact details and information updated in Abbey College Australia's database
- Planning your enrolment according to the schedule and rules of your course. It is expected that the student fully understands and had obtained advices from admissions on credit and prior learning recognition.
- Pay the tuition fee on-time according to the schedule provided on offer letter.
- Abiding to the Visa requirement in relation to the enrolment in a course for International students

CODE OF CONDUCT FOR STUDENT

Students are expected to comply with the ACA Students Code of Conduct, the ACA Rules and Regulations and any other requirements as outlined in these Policies and Procedures.

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

Students are informed of all expectations regarding their participation in RTO activities and appropriate behaviour prior to enrolment through the website and at Orientation.

Students who attend the RTO or training environment at anytime must behave in a manner that is appropriate at all times.

Misconduct of a general or academic nature will be dealt with according to the nature and the extent of the misconduct under the ACA Disciplinary Procedures.

Students will have the opportunity to appeal suspensions, expulsions or penalties as a result of general or academic misconduct. For more information refer to Complaints and Appeals section of this document.

Whilst in the workplace, students are expected to comply with the company grooming and appearance standards.

Staff are expected to comply with the company grooming & appearance standards as well as to meet the general students responsibilities.

Students code of conduct

1. Students will be willing to maintain high standards of behaviour and appearance in all areas and strive to maintain the good reputation of the RTO.
2. Students will not engage in any form of physical or verbal abuse towards staff members, other students or members of the public.
3. Students will not engage in aggressive behaviour at any time, be it verbal, physical or via social media
4. Students will behave in a safe manner and comply with the ACA and workplace WHS standards.
5. Students will not practise any form of discrimination.
6. Students will not engage in bullying or harassment of another students either on either ACA or company premises, off premises or via social media
7. Students will not engage in disruptive behaviour that prevents other students from learning
8. Students will not cheat, plagiarise or engage in any form of academic misbehaviour.
9. Students will adhere to their own workplace standards and regulations.

Any breach of this Code may result in disciplinary action or dismissal.

Students may be asked to leave the room if a trainer feels the students has displayed inappropriate behaviour.

Any form of physical or verbal abuse towards staff members, other students or members of the public will result in immediate dismissal from the RTO.

If a student is found cheating, it will result in immediate termination of their contract and expulsion from the course. The agreement signed with the RTO specifies that no refunds will be issued.

ACA rules and regulations

General misconduct

ACA will not tolerate any general misconduct. General Misconduct is that which:

Contravenes any legislation or regulations

Prejudices the good name or reputation of ACA

Acts dishonestly in relation to admissions to the RTO or fails to comply with conditions agreed to in the contract

Fails to comply with any penalty imposed for breach of discipline

Obstructs any member of staff in the performance of their duties

Alters any documents or records

Harasses or intimidates another students, a member of staff, a visitor to the rto or any other person while the students is engaged in study or other activity because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason

Misuses any facility in a manner which is illegal or which is or will be detrimental to the rights or property of others including the misuse in any way, of any computing, communications or other RTO equipment

Steals, destroys or damages a facility or property of ACA

Is guilty of any improper conduct.

Academic dishonesty

All students are expected to maintain high standards of academic honesty and integrity.

Academic misconduct is defined as attempts by students to cheat, plagiarise or otherwise act dishonestly in undertaking an assessment task, or assisting other students to do so.

Students are considered guilty of cheating if they seek to gain advantage by unfair means or facilitate dishonesty such as:

Cheating or intentionally using or attempting to use unauthorised materials, information or study aids

Fabrication or intentional falsification or invention of any information or citation

Plagiarism i.e. intentionally or knowingly representing the words or ideas of another as one's own.

ACA may impose serious academic sanctions as a result of academic dishonesty up to and including suspension and expulsion from the RTO.

Students must respect the copyrights of others. Plagiarism, copying, and cheating (including the taking of photos) of assessments will not be accepted and may lead to suspension. If you did not write it, you cannot copy it without giving recognition to the original writer. To learn more please refer to the Copyright Act 1968.

Mobile phones

No mobile phones are allowed during training sessions at any time. These are to be switched off and placed in the student's bags.

If students need to be contacted whilst on ACA premises, the Administration & Student Services

Representative will pass on any important messages to students while in class

Taking photos

Students are not permitted to take photos in ACA premises or training rooms or of fellow students without the permission of the person concerned.

At no time are students allowed to publish any photos on web sites or social media pages as this may conflict with our privacy laws and those of our company and of fellow students.

Alcohol/drugs

Any students found under the influence of drugs or alcohol will be immediately expelled. Lunch time breaks are not the time to be drinking; no students will be allowed to attend training if it is detected that they have had an alcoholic drink with their lunch.

Drugs, Alcohol and Smoking

Abbey college is a smoke, drug and alcohol-free zone.

You are not permitted to smoke inside the buildings, including lifts and bathrooms.

For students attending training at ACA premises, should any person choose to smoke during a break, must not exceed the break time allocated.

Smoke must not be detected on any students at any time and suitable precautions must be taken e.g. oral hygiene to avoid the detection of cigarette smell. If a students comes to training session with the smell of cigarette on them, they may be asked to leave that lesson, and may even be asked to leave the RTO for that day.

Grooming & appearance standards

Students are expected to comply with the ACA grooming and appearance standards when on ACA premises or undertaking any mandatory work experience. High standards of grooming and appearance are considered important by ACA since students are working or intending to work in a health or hospitality environment. This includes:

All students are required to dress in a non-offensive, neat and well-groomed manner and are always expected to present themselves in a professional and business-like image

All staff shall present themselves in clothing that is in good repair, clean, pressed, and to a standard that is acceptable to ACA e.g. no T shirts or thongs. All students are expected to practise high standards of personal hygiene including:

clean, short or tied back hair

daily shower and use of deodorant

clean, short nails

clean teeth and fresh breath.

Any cuts or open wounds must be covered.

EMAIL AND INTERNET

Access to Abbey College Australia systems is a privilege, not a right. Access to any Abbey College Australia-provided IT resource may be denied or revoked at any time for any reason without notice.

Unacceptable uses:

to use for illegal or malicious purposes;

to share data which is not authorised for distribution;

to use profane, obscene, offensive or inflammatory speech, or to personally attack any individual or entity;

to knowingly or inadvertently spread a computer virus - do not import files from unknown or questionable sources;

to deliberately attempt to degrade or disrupt the performance of Abbey College Australia computer systems or networks, or any other computer system;

to transmit confidential or "secret" information across the Internet without encryption;

to misrepresent oneself;

to send chain letters, etc;

- To display or transmit sexually explicit or suggestive materials; and/or for personal and/or profit-making purposes.

STUDENTS ONLY AT COLLEGE CAMPUS

Abbey College Australia has a policy, like most other colleges, that college, facilities and classrooms are for students only, nobody else. Therefore friends, relatives and the children (offspring) of our students are not permitted on college premises and classrooms. There are all kinds of complicated legal (e.g. Child Protection) and WH&S and National Code (for International Students) issues involved which compel the college to apply this 'students only' policy. Exception to Students Only at College: Students may bring an advocate to a formal appeal or complaint meeting.

MISBEHAVIOUR

It is important you are aware that inappropriate conduct will not be tolerated. You must treat all other students, trainers and visitors with respect.

Some examples of inappropriate conduct:

- aggressive or potentially dangerous behaviour.
- using offensive language.
- visiting offensive websites including, but not limited to, websites with explicit sexual content or racial intolerance.

Misbehaviour, such as the above, but not limited to the above, is a ground for suspension.

SEXUAL HARASSMENT

Sexual harassment is any verbal, visual or physical sexual conduct that is unwelcome, uninvited or intimidating. Sexual harassment is unlawful within the terms of the Federal and State Equal Opportunity Legislation and may result in the harasser being liable to significant penalties.

Sexual harassment may include:

- leering, patting, pinching, touching or unnecessary familiarity;
- demands for sexual favours;
- unwelcome comments about a person's sex life;
- displays of offensive posters, pictures or graffiti; and/or
- sexual jokes, suggestive behaviour, sexual innuendo, spoken comments, swearing, offensive telephone calls or obscene gestures.

Sexual harassment is regarded as misconduct which may, after due investigation, result in expulsion of the offending student.

To learn more please refer to the Sex Discrimination Act 1984 and the NSW Anti-Discrimination Act 1977. If you experience sexual discrimination whilst on campus at Abbey College Australia, you should report this to the Campus Manager. All reports will be managed confidentially.

DISCRIMINATION

You will not discriminate against any person because of their race, gender, sexual preference, background or religion. You are not to incite hatred, serious contempt, and severe ridicule of a person or group of persons based on their race, sex, sexual preference, marital status or disability.

You should report any cases of discrimination towards yourself, or to another participant, to your Trainer immediately. Discrimination is a serious offence and appropriate steps will be taken to address any situations that might arise.

To learn more please refer to the: NSW Anti-discrimination Act 1977.

ACCESS AND EQUITY

Abbey College Australia will ensure:

- all reasonable steps will be taken to ensure students are given an equal opportunity to undertake training and/or assessment.
- while on the college campus, students will be treated equitably regardless of race, sex, marital status, age or sexual preference (actual or presumed).
- should students require special equipment due to a physical impairment, students should discuss this with one of the Trainers immediately. Every effort will be made to accommodate disabilities, however, where we are unable to assist you, we will endeavour to refer you to an alternative Registered Training Provider who would be able to provide training to meet your needs.

To learn more please refer to the: NSW Anti-discrimination Act 1977.

INTERNET USE AND SOCIAL MEDIA

Purpose

Social media allows for the easy sharing of information, expanding the tools for education and research training available to ACA and its students. Social media has become an important tool for students engagement and learning. The RTO embraces the use of social media by students to connect with staff, researchers, peers, clubs, societies and alumni.

Given the public and external nature of social media, it is important that students who use social media understand the RTO's expectations. Students should be aware that the same standards that apply for interacting within and outside the ACA community in real life also apply online. The same respect, courtesy and professionalism expected in real life interactions should be displayed online. The consequences that apply to a breach of RTO rules by students apply also to breaches of rules for online conduct.

These procedures set out the RTO's expectations for the use of social media by students for educational purposes and for personal use purposes where they can be identified as ACA students.

Scope

Personal use of social media by a students, in a way that does not associate the user with ACA and is therefore not "identifiable personal use" as defined above, is not covered by these Procedures.

ACA will respond where a students makes identifiable personal use of social media that has the potential to impact on ACA's reputation and other interests, directly or indirectly. Accordingly, students who engage in "identifiable personal use" on any social media are required to be aware of, and comply with, these Procedures and Policies.

Policy

Students use social media in their learning and researching consequent to the RTO's encouragement of teaching staff and students to use new technology in innovative ways to enhance students learning and engagement. Any such use must also comply with these procedures.

Procedures

Rules for use of social media

When using social media in the context of education or research, and when making identifiable personal use of social media, students must:

Only disclose and discuss information about ACA or its activities that is not confidential and is publicly available

Take reasonable steps to ensure that content published is accurately and not misleading

Ensure that the use, including content published, complies with all relevant rules of the RTO

When making a statement on a matter of public interest, expressly state that the views expressed are those of the students and not those of the RTO (unless they are officially authorised by the RTO)

Be respectful and courteous in communications

Adhere to the Terms of Use of the relevant social media provider; and

Comply with the law, including laws about copyright, privacy, defamation, contempt of court, discrimination and harassment.

Specific prohibitions

When using social media in the context of education or research training, and when making identifiable personal use of social media, students must not:

Make any comment or post material that is, or might be construed to be, racial or sexual harassment, offensive, obscene (including pornography), defamatory, discriminatory towards any person, or inciting hate

Make any comment or post material that creates, or might be construed to create, a risk to the health or safety of a students, contractor, staff member or other person, including material that amounts to bullying, psychological or emotional violence, coercion, harassment, sexual harassment, aggressive or abusive comments or behaviour, and/or unreasonable demands or undue pressure

Make any comment or post material that infringes copyright, is fraudulent, breaches intellectual property rights, constitutes a contempt of court, constitutes stalking, breaches a court order, or is otherwise unlawful

Imply that they are authorised to speak as a representative of ACA, or give the impression that the views they express are those of the RTO (unless they are officially authorised by the RTO)

Use the identity or likeness of another students, contractor, staff member or other stakeholder of the RTO

Use or disclose any ACA confidential information obtained as a students of the RTO

Sell, purchase or offer to write assignments or other assessable work, or to request help with such work. Furthermore, students are required to take steps to minimise opportunities for others to cheat by, for example, not saving work to a shared network drive that is accessible by others and not sharing work on social media sites

Make any comment or post material that might otherwise cause damage to the RTO's reputation or bring it into disrepute; and

Use ACA's logo without permission or use ACA's name in a manner that is likely to be misleading or bring the RTO into disrepute.

Using images and video

In most cases, prior permission (i.e. a release) must be obtained to post, share or distribute images of individuals whose images are identifiable. Students should not post content that might be embarrassing to an individual or that could be construed as placing an individual in a negative or false light.

Students should not post content that might cause someone to believe that his/her name, image, likeness or other identifying aspect of his/her identity is being used, without permission, for commercial purposes.

Breach

A students who does not comply with the expectations of the RTO as set out in these Procedures may face disciplinary action, which in serious cases can result in exclusion from the RTO.

Any person concerned that the conduct of a students using social media contravenes these Procedures may report their concern to ACA. Reports will be reviewed to determine whether the matter requires investigation or action under the appropriate RTO rules (as per the definition above) and/or a response on behalf of the RTO.

Where required by ACA, a students is expected to remove, and cooperate with all attempts to remove, any comment, post or other online content where the RTO forms the view that it is in breach of these Procedures or any other RTO rules. A students who fails to act on such a requirement will be in breach of these Procedures, and the breach may be referred to the appropriate RTO process for further action.

DISCIPLINARY Procedures

Policy

ACA will ensure all students receive fair and equal treatment.

Students who do not comply with the ACA Code of Conduct, Rules and Regulations and Grooming and Appearance Standards or engages in general or academic misconduct will be subject to disciplinary procedures.

If a students is unable to abide by the ACA Code of Conduct and Rules and Regulations he or she may be requested to leave RTO or training premises and not return until further action is taken by the CEO.

General and academic misconduct will be dealt with according to the nature and extent of the misconduct and may

include reporting any criminal behaviour.

Students are also subject to individual workplace policies and procedures on discipline and behaviour.

Penalties imposed will take into account the nature and the extent of the misconduct.

Procedures

Students will be issued with a Cause for Concern form if they are found to have:

Failed to comply with ACA Rules and Regulations

Breached Grooming and Appearance Standards

The trainer will discuss the reason for cause for concern with the students and issue a warning to the students. Both parties will then sign the form and details will be filed and recorded in our students management system.

If a second Cause for Concern form is issued, a meeting will be scheduled with the trainer, RTO Manager and students. The students will be asked to sign a record of the meeting and the concluded outcome. The signature acknowledges that the record of the discussion is accurate.

If the students continues with their behaviour a third and final meeting will be scheduled with the General Manager. The students will asked why their enrolment should be continued. Details are documented in the students file and recorded in the students management system. For fee –paying students, no refund will be given if suspension or expulsion is the final outcome.

The students has the right to appeal. If the students is unhappy with the outcome, he or she may use the RTO's Complaints, Grievance and Appeals procedures.

Penalties for misconduct

If the students admits to the alleged and continued misconduct, the General Manager may impose one or more of the following:

A charge for the cost of damage to facilities and equipment

Expulsion from ACA

Reporting to the police in the case of breach of law or criminal behaviour.

Documents

Cause for Concern Form (CFC)

PLAGIARISM, CHEATING AND REFERENCING

Policy

In Australian education, cheating and plagiarism are considered to be the same as theft. Copying another student's work is not acceptable under any circumstances.

Abbey College Australia is committed to upholding standards of student integrity and honesty in regards to the assessment of their work and places value in the declarations of authenticity made by students.

- Student plagiarism and cheating in any form are unacceptable and will be treated seriously by Abbey College
- When students are writing the answer to questions or a project, they must write in their own words. If they look up resource material to help them find the answers, they must correctly cite their work, using the Harvard system.
- Students must work independently and only in groups as required by the Assessment Instructions for group work in an assignment. and which can be found in the description of the Assessment task.

Definitions:

Cheating – seeking to obtain an unfair advantage in the assessment of any piece of work.

Plagiarism – to take and use the ideas and/or expressions and/or wording of another person or organisation and pass them off as one's own by failing to give appropriate acknowledgement. This includes material from any source such as staff, students, texts, resources and the internet, whether published or unpublished.

Copying – using another student's work and submitting it as your own.

COPYING

- Students must not copy the work of other students. Students submitting the same work will be penalised by having those submissions automatically fail.
- Students must not, for any reason, purchase or use assignments that they have found on the internet, such as from 'course hero', or 'homework market'. If you do, this is cheating, and you will be penalised.

HOW TO CITE WORK:

When students use sources such as a book or website, they must reference the source in their work.

1. Write the name of the resource in brackets after they quote or paraphrase (summarise) information they have used. For example:

(Student Learning Guide, p6),

OR

(Wikipedia: https://en.wikipedia.org/wiki/Maslow%27s_hierarchy_of_needs)

OR

(The Very Well Mind: <https://www.verywellmind.com/what-is-maslows-hierarchy-of-needs-4136760> P1)

OR

(Bloggs B. 2018, p50)

2. Write a list at the end of the assignment or questions with the list of the resources they have used, including the names, author (if known) and date of publication, or website, headed **'Sources'**.
3. Students are permitted to copy and paste a small section of something that they have found that helps them to answer the question, however they must put it in inverted commas and follow it with the name of the source, or the website in brackets.

Procedures

Detecting cheating and plagiarism

- Assessors must check student work and be aware of potential plagiarism or copying e.g. compare it to other work the same student has submitted, or to other students' work.
- If it appears that it may be plagiarised, use the *Grammarly* software program or any other software approved by Abbey college Australia to check the student work for plagiarism.
- If Abbey College finds the need, the assessor may also be expected to do a random check of students' typed assignment work by applying *Turnitin* to **10% of students' work**.

Responding to cheating and plagiarism

- If students are suspected of cheating, or have been to be plagiarizing, assessors must give them an opportunity to respond to allegations. Do not speak to them about it in front of others. Ask them to attend an interview with you and ask them to explain their work and how they found the information.
- If students are found to have plagiarised, you must first explain to them what they have done and how to correctly reference their work. You must then ask them to re-submit the work.
- Student results should be withheld until the work has been re-submitted. Assessors may ask them to submit a gap assessment task or give them an oral test to assess a written question.
- Write clear notes in the student file on the student management system about the communication with the student in relation to cheating and plagiarism.
- If students are found to have plagiarised on more than one occasion, you need to speak with the Academic Manager who will meet with the student and may issue them with a Warning Letter.
- If students have plagiarised on multiple occasions, they may have their enrolment cancelled.

Abbey College strives to create a plagiarism-free environment. To do this we must ensure that staff explain to students at the beginning of each course, the importance of referencing their sources of information. If necessary, give them a reminder on how to do this correctly. Ensure that student results sheets are dated and signed and confirm that students have signed the Assessment Cover sheet when submitting written assignments, including the Declaration.

Remember, that in many cultures, plagiarism is not regarded as seriously as in Australia. Students may not understand what plagiarism is or not know how to correctly reference sources. Also, many students feel desperate and will go to the first available source of information to help with their assessments. It is particularly difficult for international students in the early stages of their course. You must ensure that all your students are aware of Abbey College policy and procedures on plagiarism and cheating and assist them correctly cite their sources of information. If you feel that the student does not have the necessary language skills to undertake the course, report this to the academic manager.

5. STUDENT LIFE

ORIENTATION

At the start of each course, Abbey College Australia runs an Orientation Program for all new International students. Orientation provides students with important information about the College, the courses; study plans and the rights and obligations of students.

Orientation covers:

- Orientation to the RTO and surrounding local area.

- Requirements to receive a qualification.
- Information about USI (Unique Students Identifier)
- How skills and knowledge will be assessed
- Recognition of prior learning or recognition of current competency
- Assessment processes and how students can appeal if they don't agree with their assessment outcome
- How students can make a complaint if they are not satisfied with any part of the course
- How students can get extra help with their learning
- Course timetable and attendance
- Students ID Cards (photograph to be taken)
- Uniform, Grooming standards.
- Concession cards, paperwork – first aid certificate, emergency contact and medical form
- Information about Student Handbook, website and
- Key Policies and Procedures e.g. Attendance, Refunds, Complaints and Appeals
- Student obligations as a student at ACA including Students Code of Conduct
- Applicable legislative requirements e.g. Equal Opportunity, Work Health and Safety / any relevant legal services.
- Information about emergency and health services
- Introduction to staff and other students
- Support services available to assist overseas students to help them adjust to study and life in Australia
- Information about the official point of contact available 24/7.
- Overview of the Critical incident policy about how to seek assistance for and report an incident including the advice to students on actions they can take to enhance their personal security and safety.
- general information on safety and awareness relevant to life in Australia, such as beach safety or the etiquette and laws concerning smoking in Australia.
- Emergency evacuation procedure and meeting point
- Information about Fire drill
- General questions / information

UNIQUE STUDENT IDENTIFIER (USI)

If a student is undertaking nationally recognised training, they need to have a Unique Student Identifier (USI). This includes all existing and new students.

Abbey College Australia collects personal information that is reasonably necessary for, or directly related to, its functions and activities pursuant to the *Student Identifiers Act 2014*. Abbey College Australia will only use and disclose your personal information for the purposes it was collected for and in accordance with the Privacy Act.

EXEMPTIONS FOR INDIVIDUALS

Exemptions are provided for an individual where:

- The individual is an offshore international student studying outside of Australia:
 - this means that international students who are enrolled with an Australian training organisation but are not in Australia while undertaking their training do not require

aUSI in order to receive a VET qualification or statement of attainment. However, training organisations will still be required to submit AVETMISS compliant data in respect of their offshore international students; and

In addition, individuals who have a genuine personal objection to being assigned a student identifier will be able to apply for an exemption to the Student Identifiers Registrar.

Students can find further information on how the USI Registrar collects, uses and discloses the personal information about you in the Registrar's Privacy Policy by contacting the Office of the Student Identifiers Registrar on 13 38 73 or visiting the USI website: www.usi.gov.au

COMPLAINTS

The USI Registrar's Privacy Policy contains information about how a student may access and seek correction of the personal information held about them and how they may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

Students may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act, which includes the following:

- misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs; and
- a failure by Abbey College Australia to destroy personal information collected by the student only for the purpose of applying for a USI on their behalf.

STUDENT NUMBER

Your student number is generated at the time you enrolled into your chosen course and serves as your unique identifier during your study in Abbey College Australia

STUDENT ID CARD

Your student card will be issued within 2 weeks following your enrolment and serves as your official identification at all time in campus. Student cards need to be present in campus when making enquiries as well as taking attendance. Any fraud or inappropriate use of Abbey College student card will be regarded as serious misconduct and may be subject to penalties and sanctions.

UNIT MATERIALS - MOODLE SYSTEM

Abbey College Australia uses a cloud-based education resource system called 'Moodle'. All learning resources will be available electronically on our Moodle system <http://moodle.abbeycollege.edu.au/>. Enrolled students will be provided with password access to the Abbey Moodle page prior to their course commencement. Learner guides, resources and assessment details are loaded to the Moodle page. The Moodle page offers 24-hour access to information to enable students to customise their learning schedules to match their individual needs and provides access to a learning community through forums and chat options.

ASSESSMENTS

Courses are made up of units of competency. Each Unit may require students to undertake one or more assessment tasks. Assessments for each unit will be accessible on Abbey Moodle system. Assessment tasks may be practical tasks, written questionnaires, presentations (or role play), group activities, observations of your performance, projects, or other tasks appropriate to determine your competence in the Unit.

Students must complete all assessment tasks by the due dates advised by the Trainer-Assessor/Administrator.

ASSESSMENT RECORDS

All assessment results are stored electronically (and as a hard copy when submitted as such) for 6 months after course completion. A copy of the qualification, transcript and statements of attainment issued is kept electronically for 30 years. Access to your records is available on request.

ASSESSMENT PRE-REQUISITES

To undertake the assessment tasks, students will need to be capable of an independent level of written and spoken English and to present their work word-processed/typed.

ASSESSMENT LODGEMENT

Written Assessments are to be lodged in hard copy to Trainers/Administration by the due date. A 'soft' copy must also be uploaded to Moodle via a specified link on the date hard copies are lodged. Students must ensure that assessments are complete, and follow the requirements set out in the assessment tasks provided. Full details and instructions for all assessments are provided in Assessment materials via the Abbey Moodle platform.

MARKING

Written assessments will be marked within 14 days. Results (after resubmissions and quality checking) will be posted to RTOManager within 30 days of the assessment submission date. Practical assessments will be conducted on site at Abbey College and results available after the assessment. For detail marking and grading rules, please see The Grading System section below.

RE-ASSESSMENT

Students are eligible for re-assessment at any time during the term for which the unit is taught (including term break), provided they have received a Not Yet Competent (NYC) outcome regardless of whether they have made a genuine attempt at the assessment or have missed the due date for some inevitable circumstances. For re-assessment/s that were submitted in the following term/s, a \$250 re-assessment fee apply for each re-assessment made.

Abbey College Australia has established an assessment framework based on a '**three-attempt**' model of vocational competency assessment. No further assessment opportunity can be given for students who were marked "NYS" after three attempts, unless approved by the Principal Executive Officer (PEO).

FAILURE TO SUBMIT POLICY (FTS)

Where a student fails to submit on the due date/attend a schedule assessment event and no approval for an extension has been requested/granted; the student will forfeit one of their three attempts.

Examples of valid reasons for not submitting assessments/attending assessments include medical problems, emergency situations or illness evidenced by a medical certificate that must state that the student was unable to attend class. Abbey College Australia reserves the right to request evidence prior to re-scheduling the assessment date. The request must be presented to the trainer in writing one week prior to the requested re-scheduled date.

INVALID ASSESSMENT(S) DUE TO MISCONDUCT, IRREGULARITIES OR PLAGIARISM

Abbey College Australia's assessment procedures and standards aim to give participants comparable opportunities to demonstrate their abilities. To promote this objective, we reserve the right to nullify any assessment when, in our judgment, an irregularity occurs, or there is an apparent discrepancy in or falsification of an assessment taker's identification; a test taker engages in misconduct or plagiarism, or the scores are believed to be invalid for any other reason.

When Abbey College Australia nullifies an assessment that has already been reported, the participant will be informed that the assessment has been nullified. Abbey College Australia also reserves the right to suspend the student from the College and report the student to DHA.

Assessment Irregularities

This refers to events that affect the administration of an assessment. When assessment irregularities occur, they may affect an individual or group of students. Such irregularities include, but are not limited to:

- Administrative errors (such as improper timing, improper seating, defective materials, or defective equipment, an unauthorised participation in assessment by a student);
- Improper or inadvertent access to or disclosure of assessment content involving individuals who cannot be identified; and
- Disruptions of assessment (such as natural disasters, emergencies or other incidents).

If an assessment irregularity occurs, Abbey College Australia may invalidate the assessment, or may cancel or withhold assessment results. Subject to Abbey College Australia policy and procedures, we give affected student/s the opportunity to take the assessment again or complete an alternative assessment activity.

Please note:

- All assessments must be completed prior to course completion.
- Advanced Diploma of Translation students may choose to participate in an Abbey College NAATI approved exam subject to following conditions:
 - NAATI approved assessment which may lead to NAATI accreditation must be completed within the course duration. E.g. if you have enrolled in a 24 weeks program, you must take the NAATI final assessment within 24 weeks.
 - Subject to NAATI approval, if a student's fail the first NAATI assessment, they can take a supplementally assessment within 3 months of the first assessment date.
 - Abbey College reserves the right to schedule its NAATI exam on varied dates and times.
 - Students must apply three weeks in advance to reserve a position in the exam.
 - Improper or inadvertent access to or disclosure of assessment content involving individuals who cannot be identified; and
 - Disruptions of assessment (such as natural disasters, emergencies or other incidents).

THE GRADING SYSTEM

Our grading format is Competency Based Assessment. VET assessment is based on national benchmarks, called competency standards, for the occupation or industry in which an individual is training. VET assessment is not graded, and marks and percentages are not used. Each unit is

comprised by one or more assessment tasks. There are two ways you could be marked for an assessment task: **'Satisfactory' (S)** or **'Not Yet Satisfactory' (NYS)**. A student then receives one of two overall results following completion of ALL assessments for a unit - **'COMPETENT'** or **'NOT COMPETENT'**. To receive a 'Competent' grade for a unit, students must achieve a 'satisfactory' result for **each** assessment task in a unit.

Satisfactory Result

If the student demonstrates competence in a particular assessment task, the Assessor will ensure that enough evidence is held to support the assessment decision and student can access their result via RTOManager.

Not Satisfactory Result

Where a student submits an assessment/participates in an observation/assessment event and the Assessor is not satisfied that they are able to satisfy the assessment requirements for the task, students will receive a result of 'Not Yet Satisfactory'. The Assessor will/may:

- Provide feedback to the student on the parts of the assessment that require more evidence knowledge/skill/ability
- Ask 'competency questions' in a face-to-face meeting
- Advise student that they are required to re-submit assessments for the part(s) of the assessment task that require more evidence, and that they have two additional opportunities to re-submit.

Feedback will be provided on Moodle, face to face or email. Students may use the college's grievance procedures to appeal an assessment decision.

COMPETENT

A successful result in VET assessment is recorded as **'Competent'** rather than as a 'pass' and indicates that the student has achieved an appropriate standard of work to be employed in the occupation. Student will need to achieve Satisfactory Result for **all** tasks in a unit to be deemed Competent for that unit. This is indicated on the transcript as 'C'.

NOT COMPETENT

Where a student fails to satisfactorily complete all assessment tasks, he or she will be given an **'Not Competent'** grade. This is indicated on the transcript as 'NYC'.

QUALIFICATION CERTIFICATES AND STATEMENTS OF ATTAINMENT

To receive qualification Certificates, you need to achieve "Competent" for every unit of a course. If you fail to achieve 1 or more units in your proposed course structure, you will be issued a Statement of Attainment (SOA) for the units you have successfully achieved.

Abbey College Australia will within 30 calendar days of a student's course completion [assessment date], issue and provide an AQF qualification or a statement of attainment to the individual student or to their nominated representative who:

- has finished the whole qualification and/or been assessed as competent for at least one unit of competency;
- does not have any outstanding fees;
- provided a USI or consent to the college to apply for USI on their behalf;
- satisfied any additional summative assessment requirements related to quality management and confirmation of competence

If a student has an outstanding financial account, Abbey College Australia will not issue a qualification or statement of attainment unless the outstanding amount is paid. If a student does not make a full payment within 20 working days from the notification date, Abbey College Australia will terminate the enrolment without issuing a qualification or statement of attainment.

A penalty fee (see Section 10) plus the outstanding fee will apply to those who do not make the full payment within the 20 working days for any qualification or statement of attainment that is required after that date. If a student does not collect their qualification or statement of attainment within six months of the document being issued, it will be securely destroyed. If you require Abbey College Australia to re-issue your qualification or statement of attainment, it will be subject to a service fee (see Section 10).

INTERVENTION STRATEGY FOR STUDENTS AT RISKS

International students must comply with visa conditions as required by the DHA. A list of visa requirements was disclosed in Section 11. Student performance is monitored on a continuous basis to assist towards successful completion of the course/s in which they are enrolled. Students whose performance is deemed to be at risk will be identified and an intervention strategy will be activated. Indicators of students at risk of not completing their course progress may include:

- Not attending lectures, and/or
- Not performing adequately in assessment tasks

The Monitoring course progress and attendance policy have been described below and detailed into the Policies and procedures available at the website.

ATTENDANCE

Students are expected to attend their scheduled classes, lectures, and online learning sessions provided at Orientation to ensure that they are appropriately exposed to course content and hence successfully complete the courses they enrolled in. Abbey College maintains accurate records of attendance for students in a systematic way.

Online Attendance

Online attendance is recorded in weekly timed quiz using the Moodle system. Online activity will not be counted towards your fortnightly attendance where:

- a) You are completing the quiz outside the anticipated week for the quiz
- b) You are attending the quiz during a time which is scheduled face-to-face class time.

Students' weekly online quiz spans from midnight on Sunday to midnight on the following Sunday. Your accumulated online attendance will be recorded on RTOManager. A maximum of 5 hours per

week will be credited towards students' total attendance record. This means that if a student spends 7.5 hours on the quiz in a given week, they will still only receive 5 hours of online attendance credit towards your total attendance record for that week. Online quizzes are then marked by your trainers and feedback is provided.

Face-to-face Attendance

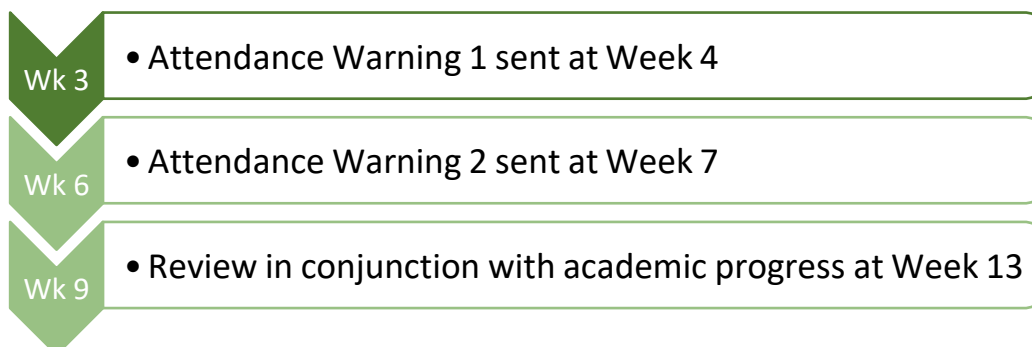
The trainers mark the student attendance, signs and dates the "Student's Daily Attendance Record" sheet and makes any comments if required. This form is passed to the Administration team by the end of the week. The administration input these attendances into RTOmanager weekly, and the system will automatically calculate the attendance rate for the students. Abbey College has an attendance policy that requires students to attend their scheduled classes regularly.

Monitoring

Attendance is monitored regularly and may be used as a factor when identifying students at risk of not meeting course progress requirements.

Abbey College Australia monitors the attendance as follows:

- a) The Administration manager reviews each student's attendance on the student management system based on the diagram below.
- b) Review attendance summary every 3 weeks, and students failing to meet the attendance requirements are identified.
- c) The Student Services team of the College is responsible for monitoring student attendance during a term. Abbey College Australia expects the students to attend a minimum of 80 percent of their scheduled classes. during the attendance review, if a student is found to have poor attendance and low level of class participation as indicated by the trainer and assessor, a warning letter will be sent to students by Administration Manager requesting them to contact the college to find out the reasons so that Abbey college can provide necessary support/intervention (if required) and ensure that timely actions are taken to improve the overall course performance.
- d) Monitor attendance and further review in conjunction with academic progress at the end of each compulsory study period (13 weeks)
 - If a student did not satisfy the course progress expectation, they will receive an academic warning letter according to our Monitoring Course Progress of students Policy.
 - If a student did meet the course progress expectation, an interview will be scheduled with students to adjust the duration of the course to the minimum duration required given the student's existing skills and knowledge.



MONITORING COURSE PROGRESS OF STUDENTS POLICY

Purpose of the policy

This policy and associated procedures outline Abbey College Australia's approach to ensuring international students maintain satisfactory course progress throughout their studies to ensure they can complete their course within the required duration as specified in their confirmation of enrolment (CoE). This policy and associated procedures also outline the procedures for managing unsatisfactory progress.

This policy meets the requirements of Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Overview

Abbey College Australia monitors international students' course progress and attendance to ensure they are able to complete their course within the required duration.

Abbey College Australia advises students before they commence their course of the requirements to achieve satisfactory course progress, including that students who do not meet course progress requirements are at risk of having their visas cancelled. This advice is included in the Student Handbook and within the Orientation.

All records of course progress and monitoring will be kept.

Monitor course progress

A number of strategies will be used to determine whether a student is at risk of or is making unsatisfactory progress. Abbey college Australia expects the students to attend a minimum of 80% of their scheduled classes.

Course progress is monitored regularly during each study period as follows:

- By reviewing satisfactory completion of assessments.
- By reviewing trainer/ assessor feedback.
- By reviewing the student's attendance record regularly.
- By assessing the student's participation in class.

Abbey college Australia will take early actions by notifying students about their results after their assessment submission. Students are notified about their results using LMS platforms. Students who fail the assessments are notified using "Not Yet competent" Notifications. This helps to take early and timely actions.

Course progress monitoring will determine the need for a student to participate in an intervention strategy. Abbey College Australia commits to an early intervention approach.

A student will be deemed at risk and be required to participate in an intervention strategy if:

- they have an overall result of Not Yet Competent for more than 50 % of the units in a study period.
- do not attend classes on a regular basis.
- do not participate in learning activities within the classroom.
- Course progress monitoring is achieved by reviewing data on the student management system.

Intervention strategy

Students who are identified at risk of not meeting course progress requirements are required to participate in an intervention strategy.

The intervention strategy will be developed to meet the student's needs and documented in an Intervention Strategy Form.

Students who are identified as being at risk will be informed in writing that they are at risk. This will be in the form of two formal warning letters and an intention of notice to report as follows:

First warning letter: after failing one or more assessment tasks of a unit following resubmission.

Second warning letter: after failing one or more assessment tasks of a unit following resubmission and/or failing additional assessment tasks of a unit despite an intervention strategy.

Notice of intention to report: after failing one or more assessment tasks of a unit following resubmission and/or failing additional assessment tasks of a unit despite an intervention strategy.

Reporting

Where a student has demonstrated unsatisfactory course progress in a study period despite interventions implemented, Abbey College Australia will:

- notify the student in writing of the intention to report the student for unsatisfactory course progress.
- inform the student of the reasons for the intention to report.
- advise the student of their right to dispute the decision by accessing Abbey College Australia Complaints, Grievance and Appeals Policy Procedure within 20 days of receiving the notice of intention to report.

Abbey College Australia will only report unsatisfactory course progress in PRISMS if:

- the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider; or
- the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period; or
- the student has chosen not to access the external complaints and appeals process: or
- the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.

All records will be kept on the student's file including warning letters and the notice of intention to report.

PROCEDURES

1 Assessing Course progress

- 1.1 Review data from student management system on a regular basis to determine if students are at risk of not meeting course progress requirements as per the definitions in the policy.
- 1.2 Check and record student attendance using an Attendance Sheet, the results of which are entered into the Student Management System. Calculate the attendance rate.

- 1.3 Inform the student that their immediate attendance is required and there is a risk of having unsatisfactory course progress.
- 1.4 Review data from student management system and/or collect information from the trainer/ Assessor to determine if students are at risk of not meeting course progress requirements as per the definitions in the policy.

2 Provide first warning and commence intervention strategy

- 2.1 After the study period ends and once the results are ready, send the student a First Warning Letter of Unsatisfactory Course Progress. Include the letter on the student's file. (Exceptions: If a trainer/assessor finds the student at risk at early stages and the academic manager is convinced by the trainer/assessor findings, the academic manager may take appropriate actions to start the Intervention strategy early. The academic manager is not required to wait for the end of study period to take necessary actions.)
- 2.2 Use the Intervention Form to guide the meeting with the student. Mode of intervention can be selected by mutual understanding between the Academic Manager or Delegate and the student. Preference must be given to face to face meeting.
- 2.3 Document agreed interventions on the Intervention Form and implement immediately. Include the Intervention Form on the student's file.
- 2.4 Monitor progress through regular communication and document progress on form.
- 2.5 In consultation with the student, adjust the intervention if required and update the Intervention Form
- 2.6 Sign off on form when the intervention is complete, and the student is meeting course progress requirements.

The following intervention strategies are considered based on the identified issues

- Where appropriate, assess the suitability of the course
- Where applicable, advise attending extra tutorials or 'make up' sessions.
- English language support for technical assignments and comprehension
- Additional practical workshops to hone practical skills.
- The opportunity to repeat the unit in the next term
- Assistance with academic skills such as writing essays and report writing
- If personal issues present, advise attending counselling
- Advise additional work to be undertaken within an agreed timeframe using the customised study timetable
- Advise on the completion of all outstanding assessments according to an agreed assessment schedule

- If any assessments require reassessments, provide the opportunities for students to be reassessed
- Remind the consequences if student maintains unsatisfactory course progress in 2 consecutive study periods
- If required, course extension to allow student to repeat units.

3 Provide second warning

3.1 Where the student is still not meeting course progress requirements in the consecutive study period, send the student a Second Warning Letter of Unsatisfactory Course Progress.

(Exceptions: If a trainer/assessor finds the student at risk at early stages and the academic manager is convinced by the trainer/assessor findings, the academic manager may take appropriate actions to start the Intervention strategy early. The academic manager is not required to wait for the end of that study period to take necessary actions.)

3.2 Use the Intervention Form to guide the meeting with the student. Mode of intervention can be selected by mutual understanding between the Academic Manager or Delegate and the student. Preference must be given to face to face meeting.

3.3 Advise the student that despite the interventions agreed to, they have still not been making progress. Identify their reasons for such and document in the progress report section of the Intervention Form.

3.4 Document any agreed adjusted interventions on the Intervention Form and implement immediately.

3.5 Monitor progress through regular communication and document progress on form.

3.6 Sign off on form when the intervention is complete, and the student is meeting course progress.

The following intervention strategies are considered based on the identified issues

- Where appropriate, assess the suitability of the course
- Where applicable, advise attending extra tutorials or 'make up' sessions.
- English language support for technical assignments and comprehension
- Additional practical workshops to hone practical skills.
- The opportunity to repeat the unit in the next term
- Assistance with academic skills such as writing essays and report writing
- If personal issues present, advise attending counselling
- Advise additional work to be undertaken within an agreed timeframe using the customised study timetable

- Advise on the completion of all outstanding assessments according to an agreed assessment schedule
- If any assessments require reassessments, provide the opportunities for students to be reassessed
- Remind the consequences if student maintains unsatisfactory course progress in 2 consecutive study periods
- If required, course extension to allow student to repeat units.

4 Advise of Notice of Intention to Report

- 4.1 Where the student is still not meeting course progress requirements, send the student a Notice of Intention to Report for Unsatisfactory Course Progress.
- 4.2 If the student does not appeal against the decision to report them or if their appeal is unsuccessful, report the student via PRISMS for breach of course progress requirements.
- 4.3 Complete all actions associated with cancellation such as removal of student's email account, access to Abbey College Australia property and so on.

Completion of course within the expected duration of the Coe:

- a) Overseas students who are enrolled in CRICOS course must complete their course within the expected duration of their Coe, and the duration of the course must not exceed the course duration registered in CRICOS.
- b) Abbey College will only extend the duration of the course where the student will not complete the course within the expected duration, as specified on the student's Coe, as result of:
- Compassionate or compelling circumstances
 - Have implemented its intervention strategy for students who were at risk of not meeting the satisfactory course progress
 - An approved deferment or suspension having been granted by Abbey College
- c) All course variations affecting the course finish date will be reported to DHA through PRISMS and the supporting documents are kept in the student's file
- Where necessary a new Coe will be issued to students notifying them of their new course completion date.
 - Changes to the duration of the course may affect the duration of the student's visa.

'Compassionate or compelling' circumstances:

'Compassionate or compelling' circumstances are generally those beyond the control of the overseas student and which have an impact upon the overseas student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes
- bereavement of close family members such as parents or grandparents (where possible)

- a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies; or
- a traumatic experience, which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports)
- where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.

Responsibilities

- The CEO/RTO Manager or delegate is responsible for:
 - reviewing data to check course progress, attendance, and class participation.
 - conducting meetings with students and developing and monitoring intervention strategies
 - reviewing student appeals in relation to course progress
 - reporting students through PRISMS.
- The Administration and Student Support Officer is responsible for:
 - issuing warning letters and notices of intention to report.
 - Trainers and assessors are responsible for notifying the CEO/RTO Manager of students they consider to be having difficulties with course progress.

ACADEMIC MISCONDUCT

When, in the judgment of Abbey College Australia or your Assessor, there is misconduct in connection with an assessment:

- the student may be suspended;
- their assessment will be invalid and may not be marked; and/or
- Abbey College Australia may pursue other appropriate remedies.

Misconduct includes, but is not limited to, the following:

- any unauthorised participation in an assessment;
- any unauthorised access to or disclosure of assessment content prior to, during, or after the assessment;
- using any prohibited aids in connection with the assessment;
- engaging in plagiarism, copying, and/or cheating;
- attempting to remove from the assessment room, in any manner, any exam materials or notes relating to the assessment;
- attempting to give or receive assistance or otherwise communicate with another person during an exam.
- attempting to take the assessment for someone else;
- creating a disturbance;

- failing to follow any instructions given by the college or the assessor; and/or
- copying or attempting to copy all or any part of the exam paper.

Any unauthorised access, reproduction, distribution, or disclosure of the assessment activity before, during, or after a student take the assessment is also a violation of Abbey College Australia Assessment regulations.

PLAGIARISM & REFERENCING

Plagiarism is taking and using another person's ideas, or way of expressing them, and passing them off as your own by failing to give appropriate acknowledgement. This includes material sourced from the internet, staff, other students, and published and unpublished works.

Plagiarism includes:

- paraphrasing and presenting another person's work or ideas without a reference
- copying work either in whole or in part
- presenting designs, codes or images as your own original work when they are not.
- Using AI (Artificial Intelligence) tools for paraphrasing.
- using exactly the same phrases, passages or structure without reference to the author or source
- reproducing lecture notes without proper acknowledgement.

If you have used another person's idea, please use a standard referencing to acknowledge the writer. A referencing style is a set of rules telling you how to acknowledge the thoughts, ideas and works of others in a particular way. Referencing is a crucial part of successful academic writing, avoiding plagiarism and is key to your assignments and research. There is no standard style used at Abbey College, but you must use a standard reference style. Examples of a reference style include Harvard, APA, Chicago.

Please check Plagiarism , cheating and referencing policy under the Policy and procedures handbook for further details.

LEARNING SKILLS AND RESOURCE SUPPORT

You can always get advice and assistance from our Academic Support team and Student Service Support Team. If you have any problems about unit content, we encourage students to raise questions and ask their trainers. We also suggest that students book consultation sessions with trainers if they need any extra assistance with their study.

If you encounter any issues with writing assignments, using our Moodle or RTO Manager System, and/or improving your Academic English, you can approach our reception to obtain information regarding workshops or additional learning support classes. You can also contact our team at info@abbeycollege.edu.au for assistance. For more information about student service, please refer to Section 8 Student Services.

ENGLISH ASSISTANCE SESSION

We offer English assistance sessions to help students with Academic English and improve academic progress. We organize English assistance session regularly, and the time is subject to changes. We can also refer you to English colleges for additional training if need. More information will be given to students at Orientation and during study.

LIBRARY

On commencement, students are provided with access to resources and workbooks required for the course and access to the Abbey College Australia Moodle Platform. Other texts may be required on recommendation of the trainers. A library of texts and reference books is available on-campus and students may borrow the books by asking their Trainers. It is the responsibility of students to return the book in a good condition. The borrowed book shall be returned to the trainer within one fortnight. Failure to return the book in a good condition may result a penalty (See Appendix B).

PRINTING AND COPYING

Students are allocated \$15 per term of credit for printing and copying. This is accessed via log-in to the student portal using the login details provided at Orientation. A commercial printing machine is in the main reception area of the campus. Printing is charged at .10c per page for single sided printing or .15c for double sided. (A4 black and white). If students require additional credit, they can pay for additional credit to be loaded to their account by contacting the Student Services Team at reception. Students should also see the Student Services Team for assistance/troubleshooting with printing/copying.

COMPUTER EQUIPMENT AND USE OF PERSONAL DEVICES

Abbey College has desktop PCs available for student use in IT Labs and classrooms. Where curriculum /learning requires student to use PCs, classes will take place in classrooms where PCs are located. Students are encouraged to bring their own personal devices (Laptops/notebooks/iPad) to class to take notes and to access their own work to review progress with Trainers. Students may access Abbey's FREE Wi-Fi for students, and personal devices can be charged throughout the campus.

RTOMANAGER & MOODLE

Abbey College Australia uses a cloud-based student information management system called 'RTOManager'. Enrolled students will be provided with password access to the Abbey RTOManager site to access results and information. Learner guides, resources and assessment details are loaded to the Moodle page. The Moodle page offers 24-hour access to information to enable students to customise their learning schedules to match their individual needs.

DOCUMENT REQUEST

Student can apply for relevant documents for various purpose, by filling in and submit a document application form. Fees and charges may apply for certain documents and urgent processing. Please refer to the document request form for more information. To apply for any document (Certificate and SOA), please email your document request form to info@abbeycollege.edu.au.

A Graduation Certificate is a certified credential that represents the completion of a course at Abbey College and will be issued automatically upon course completion without needing to submit a document request form. Students may collect their Certificate from the Administration Office, or through a Graduation Ceremony with dates announced by Abbey College. If Certificate is not collected within 6 months of issued, it will be securely destroyed. Re-issued of Certificate will cost \$50.

A Completion Letter is an official document used to confirm the student has graduated or completed the necessary requirements to finish their course and will be issued automatically upon course completion without needing to submit a document request form. Students may collect their Completion Letter from the Administration Office, or through a Graduation Ceremony with dates announced by Abbey College. If Completion Letter is not collected within 6 months of issued, it will be securely destroyed. Re-issue of Completion Letter will cost \$50.

A Statement of Attainment (SOA) is an official document showing a student's competencies at Abbey College Australia only if a student has not achieved a full qualification. If a student wish to apply for evidence showing academic competencies during their study, they can apply for an Interim Transcript.

An Official/Interim Transcript is an official document showing record of a student's full enrolment history at Abbey College. This includes all units attempted, results received, and enrolled units (if any).

A Confirmation of Enrolment (Coe) is an official document generated from government website and contains significant information about an international student's enrolment at Abbey College Australia.

A Proof of Enrolment Letter is a letter generated by Abbey College to verify and confirm a student's enrolment status at Abbey College.

All documents can be collected from the Administration Office. For further information and instruction, please contact the administration office at info@abbeycollege.edu.au or call (02) 9055 8558.

6. LIVING IN SYDNEY

ACCOMMODATION

If you have any problems finding either short or long-term accommodation on arrival you can contact Abbey College Australia Administration. We can provide information on your options, including information about the different accommodation options available.

www.homestayworldwide.com

www.fairtrading.nsw.gov.au/realestaterenting.html

www.realestateview.com.au/rental-properties

www.staydownunder.com.au/sdu/public.cgi

Homestay: This option offers a safe, secure and friendly family environment and is great for students who wish would improve their English and find out more about the Australian culture.

Hostels: Hostels provide single and shared accommodation including meals and facilities such as recreation areas and laundry facilities. These may vary in each hostel, but most include servicing of rooms. Staying in a hostel gives students the opportunity to contact students from other cultures.

Part board: This is a more economic option in which a furnished room is provided. Students must provide their own meals and do their own laundry, cleaning etc.

Renting/leasing: This option is for students who wish to organise their own place to live. You could be living alone or with a couple of friends. In most cases the properties are unfurnished, and you must provide everything. You lease the entire property and are responsible for the rent and all related expenses.

COST OF LIVING

General Study in Australia. This is the official Australian Government website for international students. This site provides useful information on living costs and finding accommodation in Australia.

<https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs>

You may also find the following websites useful:

- Food: Woolworths <http://www2.woolworthsonline.com.au/>
- General information about the City of Sydney: www.cityofsydney.nsw.gov.au/
- Overseas qualifications recognition: <https://internationaleducation.gov.au/About-AEI/Pages/default.aspx>

BANKING & FINANCE

ATMs are operated by a bank or credit union which dispense money and allow limited transactions, 24/7. They are located at banks or shopping centres and allow access to cash and deposits during and outside business hours.

EFTPOS is a payment method used in most shops, allowing you to use a credit card or bankcard to make your purchase on site.

It is advisable for students to open a bank account in Australia, which allows you to easily access your funds and manage money transfer in Australia. Any payment you receive from employment or a scholarship will need to be paid directly into an Australia account. It normally takes a week or so for bankcards to be mailed to an applicant. There are many banks for students to choose from and they all offer different services, so it pays to 'shop around'.

TRANSPORT

Cars are usually the main form of transport for most people, but Sydney has a range of public transport available, including buses, trains, ferries and light rail trams. These public transports provide access for day trips out of the CBD, and even out of State. Opal is the electronic ticketing system used for all public transport. Users need to manually tap on and off for the transport, and the cost for each trip can be accessed from www.transportnsw.info. It can be automatically or manually topped up, and single trip tickets may also be available for some stations.

International students may be permitted to drive using their home country's driver's license but may need to apply for a license translation. In some cases, students may also need to apply for a Temporary overseas Visitors License. For further information about licensing requirements, please visit www.rms.nsw.gov.au/roads/index.html.

Some students may prefer to travel by bicycle, and there are bicycle lanes in some places in Sydney. For more information and maps for bicycle please visit www.sydneycycleways.net.

International students are not entitled to travel concessions. However, you may be able to access discounted Opal tickets or MyMulti discounted tickets if you meet certain eligibilities. Visit [International student travel discount](#) on the Transport for NSW website for more information.

AWARDS/JOB SEARCH/VOLUNTEER WORK

www.govolunteer.com.au/

www.jobsearch.gov.au

www.seek.com.au

daywork.com.au

www.positionsvacant.com.au

SCHOOLING FOR YOUR CHILDREN

You are welcome to bring your children with you to Australia if they hold the appropriate visa requirements. However, if they are of school age, they must attend school, and you may be required to pay school fees for them. For further information: <https://immi.homeaffairs.gov.au/home>.

BEACH SAFETY

You've arrived in Australia, the sun is shining and you can't wait to go to the beach. It's time to relax, get a tan and have a swim in the ocean. Sounds amazing, right? Australian beaches are fun places to hang out and enjoy the warm weather, but before you hit the surf, there are some dangers you need to be aware of. Each year, more and more people are getting into trouble in our waters and it's important that you educate yourself about water safety and how to stay safe at the beach. The beach can be unfamiliar territory for international students and other newcomers to Australia.

You may also find the following websites useful:

7. STUDENT SERVICES

STUDENT SUPPORT

Our Administration Office is your first contact point for assistance. The administration staff will be able to direct you to the most appropriate person or organisation to help you with your problems (e.g. legal, counselling etc.). You may contact our administration staff by email: info@abbeycollege.edu.au.

We wish to ensure that all students are fully supported in their studies. Anyone who is experiencing any difficulties with their studies should see their Trainer or contact the Campus Manager.

Students seeking advice on guidance on other matters may make an appointment at any time to see a Student Services Officer for confidential guidance relating to:

- maximising your attendance and attention in class;
- managing your time;
- setting and achieving your goals;
- motivation;
- ways of learning;
- coping with assessments;
- looking after yourself; and/or
- academic progress.

Our Student Services Officers may also assist you with personal problems and may refer you to local welfare and guidance services. Guidance provided by our staff is free of charge. If required, you may be referred to a professional counsellor. Abbey College will not charge any fee for this referral service. However, any services provided by a third party is subject to the third-party terms and condition and may involve a fee.

SOCIAL EVENTS

Abbey College offers regular social programs from time to time to enlighten the atmosphere and students' social life. Parties and excursion may be arranged by Abbey College and students may be invited to the events. Details about the coming social events will be announced to students by emails, on-site poster, social media, and on our website. Attendance will need to be confirmed in advance according to the deadline specified in the invitation emails.

ACADEMIC SUPPORT SERVICES

TUTORIAL ASSISTANCE

Trainers at the Institute can provide extra tutorial assistance if required. Announcement for tutorials will be made by Campus Manager through email notification if a related tutorial session is arranged. If you have any request for tutorial training, please contact the Course Coordinator/Campus Manager.

PROVISION OF LANGUAGE, LITERACY AND NUMERACY (LLN) ASSISTANCE

Whilst all students are required to pass our minimum language requirement before enrolment, and we always aim to provide a positive learning environment for all our students. However, Abbey College will arrange for language, literacy and numeracy assistance from time to time to students in needs. Announcement will be made by Campus manager through email notification if a related assistance class is arranged. If you have any request for LLN assistance, please contact the Course Coordinator/Campus Manager.

COMPUTER SKILLS

All students are expected to possess certain level of computer skills as specified in the enrolment form. However, in cases where we found students with needs of computer skills, special coaching and training will be provided to students. Announcement will be made by Campus manager through email notification if a related assistance class is arranged. If you have any request for computer skills assistance, please contact the Course Coordinator/Campus Manager.

QUALITY TRAINING AND ASSESSMENT

All training and assessments of Abbey College comply with the standards of the AQF and the requirements of the relevant national training package. These standards are maintained through staff professional development, monitoring, industry liaison, internal auditing and both internal and external moderation.

Abbey College is committed to providing our students with the opportunity to engage in a variety of assessment processes and practical understanding of the course material. Abbey College therefore adopted a variety of learning and assessment experiences that may include but not limited to Class- based training/assessment, group discussions, role-plays, presentations, interactive web/CD/DVD- based training, self-directed study, and/or research activities.

INDIVIDUAL SUPPORT

If you have any individual support or special needs such as learning difficulties, a behaviour disorder and/or a disability, additional support can be arranged to suit your needs. These individual supports include but not limited to reasonable adjustment for disabilities, individual study plans tailored for special needs, facility enhancement, and others. You must advise us and we are more than happy to assist with it.

8. ENROLMENT

ENTRY REQUIREMENTS

Each course will have its own entry requirements. Abbey College has published our entry requirements for individual courses on www.abbeycollege.edu.au. Abbey College may conduct an entry test to determine the student's level of English. If the student's level of English is not up to that required for the course, students are required to defer the commencement of their intended course and undertake additional English courses at their own expense to ensure they meet the English Language entry requirement for their course.

SELECTION CRITERIA

All courses delivered to International students are full-time and are not delivered either part-time or by distance education. All enquiries for course registration will be given full and equitable consideration. Applicants will be told if conditions of admission or pre-requisites apply to courses. Applicants who are accepted for courses will be required to complete a Course Application Form and enter into a written agreement with the College that sets out terms and conditions of enrolment,

Some courses have more participants wanting to enrol than there are places available. The selection criteria are based on:

- age requirements (overseas students must be 18 years or over to attend a VET course at Abbey College Australia);
- ability to complete the course;
- previous training and education and ability in English language, literacy as well as numeracy;
- relevant work/life experience - paid or unpaid - full time, part-time, casual or voluntary;
- relevance of the course to your career plans; and
- identified program prerequisites/priorities.

Applicants accepted for courses will be notified as soon as possible about their enrolment.

Students should also refer to and read the ESOS Framework Document before enrolment.

[https://internationaleducation.gov.au/Regulatory-Information/Documents/ESOSFrameworkfactsheetfinaldraft9May2014\(2\).pdf](https://internationaleducation.gov.au/Regulatory-Information/Documents/ESOSFrameworkfactsheetfinaldraft9May2014(2).pdf)

ENROLMENT PROCESSES

Should an applicant wish to proceed with enrolment, the applicant needs to complete and sign the Enrolment form and send all relevant documents along with the enrolment form to your student service officer either onsite or through email on info@abbeycollege.edu.au.

Upon receiving the student application for enrolment and relevant supporting documents, Abbey College Australia will assess the suitability of student in taking the selected course. The student service officer will have a phone interview with the applicants in assessing his/her language capacities, academic skills, and experiences. After we determined that the student is suitable for the course, we

will issue a letter of offer and invoice to the applicant. This letter of offer will set out the program duration, commencement and completion dates as well as fees and other conditions of enrolment. On acceptance of the offer, the College will issue an Electronic Confirmation of Enrolment (COE) to facilitate visa application. Students who do NOT complete their course within course duration MUST re-enrol in the same course or unit of the competency to receive training and / or assessment services. Abbey College Australia may not provide any training and assessment services after course completion date.

PACKAGE OFFERS

Courses offered as a package are offered as one course and students pay only one administration fee. While students may be able to pay their tuition by instalments as indicated on their invoice, they are liable for the cost of the entire package once the offer of a place is accepted.

RECOGNITION OF PRIOR LEARNING (RPL)

If you consider you are already competent in specific Units of Competency you may be apply for and be granted an exemption from undertaking the assessment, if your prior learning is relevant to the Unit. A portfolio approach is taken to consider RPL applications including:

- proof of subject-relevant formal training (conducted by industry or educational institutions in Australia), or work experience, undertaken in the last 2 years;
- submission of authenticated documents or samples of work demonstrating enough relevance and currency; and
- participation in an interview to ascertain current skills and knowledge.

Cost of RPL

- A non-refundable administration fee of \$450 for **each unit or module** will be charged for assessing your portfolio.
- Application for course credit transfer must do so by the 2nd week of the first term in their enrolled course.

Conditions Governing RPL

Overseas Students can apply for RPL with the following conditions:

- the student MUST still attend full-time study: Approved RPL does not necessarily shorten the length of a course or the hours of study. Students may be required to complete additional projects, holistic assessments and enrichment activities at Abbey College Australia so that their overall attendance remains a minimum of 20 hours per week for the duration of the course.
- if enough RPL is granted to the student prior to having their VISA granted, so that the duration of the overall course is reduced, this will be indicated on the Electronic Confirmation of Enrolment (Coe).
- if RPL is granted to the student after having their VISA granted Abbey College Australia must report the variation in course length if applicable via PRISMS.

All applications are to be submitted to the PEO and include original documents to be sighted and copied by Administration. Applications will not be accepted unless all required information has been included.

CREDIT TRANSFER (CT)

If you are already competent in specific Units of Competency you may apply for and be granted an exemption from undertaking the assessment, if the unit code for previous learning identically match the units for which you are applying for credit. Abbey College Australia will recognise all AQF Statements of Attainments and AQF qualifications issued by other Registered Training Organisations. There will be no cost associated with the application of CT.

Application Deadline

- Application for course credit transfer must do so by the end of 1st week of the first term in their enrolled course.

Conditions Governing CT

Overseas Students can apply for CT with the following conditions:

- the student MUST still attend full-time study: Approved CT does not necessarily shorten the length of a course or the hours of study. Students may be required to complete additional projects, holistic assessments and enrichment activities at Abbey College Australia so that their overall attendance remains a minimum of 20 hours per week for the duration of the course.
- if CT is granted to the student prior to having their VISA granted, so that the duration of the overall course is reduced, this will be indicated on the Electronic Confirmation of Enrolment (Coe).
- if CT is granted to the student after having their VISA granted Abbey College Australia must report the variation in course length if applicable via PRISMS.

All applications are to be submitted to the PEO and include original documents to be sighted and copied by Administration. Applications will not be accepted unless all required information has been included.

9. CHANGES OF ENROLMENT

Requests for changes to your course or enrolment must be submitted in writing on the Enrolment Variation Form. Additional documentation may be required based on case.

Abbey College is required to notify DHA about any of the following changes that may occur while the student is studying in our college.

CHANGE OF COURSE

A student can change a course before any subject starts. Relevant exemptions will be given if any equivalent subjects have been completed in the previous course. Any balance of fees from the previous course will be forwarded to the new course. Students will only be charged if a new eCoE must be issued.

DISCONTINUATION OF STUDIES

Students are required to notify Abbey College as soon as possible of their intention to discontinue studies. All requests for refunds will be assessed in accordance with the Institute's refund policy, which is available in this handbook.

DEFERMENT, SUSPENSION OR CANCELLATION DURING ENROLMENT

PRIOR TO COMMENCEMENT OF COURSE

Students on a student visa are not permitted to defer the commencement date of their course unless on grounds of medical reasons (illness), or other exceptional circumstances beyond the students control e.g. weddings or festive occasions are not normally acceptable reasons. Any doctor's medical certificates must state the reason of illness and the date range of absence (backdated certificates cannot be accepted). For more information:

<https://www.legislation.gov.au/Details/F2017L01182>.

DEFERRING ENROLMENT

Students can defer the commencement of their course but only on compassionate grounds (maximum one term). Students must specify in writing the duration and reason for the deferral with relevant evidences. The Institute can also initiate to defer the commencement of a course when a course is not offered or is unavailable. In both cases students will be given a new Coe with the new enrolment details upon the tuition fees for the deferred term and fees for the deferral application been paid in full prior to the deferral. The tuition fees will be credited towards the term that student re-commences.

TEMPORARY SUSPENSION

Students on a student visa are permitted to temporarily suspend their course during the course but only on compassionate grounds (e.g. due to the student suffering a serious illness, or the death or life-threatening illness of a close family member). Documentary evidence is required to support any break or deferment application.

Students must specify in writing the duration and reason for the suspension with relevant evidences. If approved, Abbey College Australia will enter a Student Course Variation via the PRISMS System. Visa cancellation may be initiated by DHA if the deferral is for more than one semester. You can get the Request for Deferment Form from administration or your RTOManager portal.

DEFERMENT/SUSPENSION APPLICATION CONDITIONS

- A non-refundable application fee of \$250 applies irrespective of outcome
- The tuition fees for the term they are going to defer need to be paid in full prior to the deferment/suspension. No refund will be made for this deferred term if student ceases studies during or before the term they returned to study.
- Students must pay all outstanding fees prior to approval of this application.
- Abbey College Australia may transfer you to a different classroom or a different intake group and may need to extend your electronic Course of Enrolment.
- If the reason for deferral includes any overseas travel, or medical reasons, proof of travel and medical certificates is required.

Deferment may also be initiated by the college due to suspension (e.g. for misbehaviour). Students have 20 days to lodge a complaint in this instance for any such decisions using Abbey College Australia's internal complaints process.

It may be necessary for the college to issue a new eCoE with a more appropriate end date as a result of the break, suspension or deferment in the course. Abbey College Australia must inform DHA through PRISMS. Breaks, suspensions or deferments may also affect the student's visa.

SUSPENSION OR CANCELLATION OF ENROLMENT BY ABBEY COLLEGE

Abbey College can temporarily suspend the enrolment of a student on the following grounds:

- Student misbehaviour resulting in a breach of the Institute's code of conduct
- Failure to progress through a course

In both cases of suspension, students are still required to pay their course fees. A notification of Intention to suspend will be sent and the student has a right to appeal within 20 working days. The Institute will then process the appeal in accordance with the Student Grievances, Complaints and Appeals policy and notifies the student of the decision.

The Institute will initiate cancellation of the enrolment on the following grounds:

- Student misbehaviour resulting in a severe breach of the Institute's code of conduct
- Non-payment of fees

In both cases of cancellation, a notification of Intention to cancel will be sent and the student has a right to appeal within 20 working days. The Institute will then process the appeal in accordance with the Student Grievances, Complaints and Appeals policy and notifies the student of the decision.

Students must refer to following detailed policies and procedures provided in the Policies and Procedures handbook:

- DEFERMENT AND WITHDRAWAL OF STUDIES
- SUSPENSION OR EXPULSION FROM THE RTO

EXTENDING COURSE DURATION

Students who wish to extend studies in the event of deferring or repeating subjects or not completing the course on time should discuss this matter with the Course Coordinator/Campus Manager. Overseas student's enrolment can only be extended if:

- The registered provider has assessed that there are compassionate or compelling circumstances and there is evidence to support this assessment
- The registered provider has implemented, or is in the process of implementing, an intervention strategy for the overseas student who is at risk of not meeting course progress requirements; or
- An approved deferral or suspension of the overseas student's enrolment has occurred.

Note: if the student's visa will expire prior to completion of the course, the student will need to apply for a new student visa (subclass 500) to complete their study. More information about the student visa (subclass 500) is available on the Department of Home affairs (DHA) website [Subclass 500 Student visa \(homeaffairs.gov.au\)](https://www.homeaffairs.gov.au/subclass-500-student-visa)

FAILURE TO COMMENCE A COURSE

If a student did not commence the course due to visa rejection or any other reasons after being issued a visa, the student must inform Abbey College immediately and seek for advices. If a student fails to commence the course within 14 days, the Institute will cancel the enrolment and notify Department of Home affairs (DHA) of this outcome.

TRANSFER BETWEEN PROVIDERS

Purpose of the policy

This policy and associated procedures ensure that Abbey College Australia does not knowingly enrol an international student who wishes to transfer from another registered provider prior to the international student completing six months of their principal course.

This policy and associated procedures meet the requirements of Standard 7 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Policy statements

Overview

Abbey College Australia will not knowingly enrol an international student who wishes to transfer from another registered provider's course prior to the student completing six months of his or her principal course except in the case of any of the following circumstances:

- the releasing registered provider or the course in which the student is enrolled has ceased to be registered;
- the releasing registered provider has had a sanction imposed on its registration by ASQA that prevents the student from continuing their principal course at that registered provider;
- the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS;

- 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.

Assessing course transfer requests to other registered providers and circumstances where the transfer request will be granted

International students who wish to transfer to another registered provider prior to completing six months of their principal course must complete a Withdrawal Form and attach a valid offer from another registered provider.

The outcome of the assessment will be provided within 10 working days of receipt of the form and valid enrolment offer. Where the request is granted, a confirmation of Release will be provided. Refunds will be in accordance with Abbey College Australia Fees, Charges and Refunds Policy.

The transfer request will be granted where any of the following circumstances apply:

- The student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with Abbey College Australia's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements).
- There is evidence of compassionate or compelling circumstances.
- Abbey College Australia fails to deliver the course as outlined in the Offer Letter and Student Agreement.
- There is evidence that the student's reasonable expectations about their current course are not being met.
- There is evidence that the student was misled by Abbey College Australia or an education or migration agent regarding Abbey College Australia or its course and the course is therefore unsuitable to their needs and/or study objectives.
- An appeal (internal or external) on another matter results in a decision or recommendation to release the student.

Circumstances where the transfer request will not be granted

A transfer request will not be granted where any of the following circumstances apply:

- There are no legitimate compassionate or compelling circumstances.
- The student has not paid their fees.
- The transfer may jeopardise the student's progression through a package of courses.
- The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student.
- The student has not exhausted all access to Abbey College support services for assistance with study.
- The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.
- The student has not started or completed six months on principal course.
- The student does not want to study enrolled principal course.
- The student requesting to enrol in a course at another provider which Abbey College has in its scope.

- It is considered to be detrimental to student.

Where the request is not granted, the reasons for non-grant of the request will be communicated in writing using the Refusal of Request for Course Transfer Template. The letter will advise the student that they may access the Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

Abbey College Australia will not finalise the student's refusal status in PRISMS until the appeal process is complete and either finds in favour of Abbey College Australia or until the 20-working day period in which the student can access the complaints and appeals process has passed.

Internal transfer

Abbey College Australia allows students to transfer to other courses offered by Abbey College Australia in any of the following circumstances:

- the course better meets the study capabilities of the student; and/or
- the course better meets the long-term goals of the student, whether these relate to future work, education or personal aspirations; and/or
- the student provides evidence that their reasonable expectations about the current course are not being met.

A transfer to another course within Abbey College Australia will not be granted in any of the following circumstances:

- The transfer may jeopardise the student's progression through a package of courses.
- The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student.
- The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.

International students who wish to transfer to another course must complete a change of course form.

The outcome of the student's application for course transfer will be provided in writing within 15 working days of receipt of the form. Where the application is not granted, reasons for such will be provided.

Record keeping

Abbey College Australia will maintain all records of requests for course transfer and documentation associated with the assessment and decision regarding the request. Records will be maintained for a minimum of 2 years following the student's completion or withdrawal from their course.

ABBEY COLLEGE AUSTRALIA TRANSFER CONDITIONS

- Students must pay all outstanding fees and accepted invoices prior to issuing a letter of release. If a student has selected to pay an invoice by instalments, then the student must pay all instalments before applying for a letter of release.
- Students must provide a letter from another registered provider confirming that a valid

enrolment offer has been made.

Students may refer to policies and procedures handbook for more detailed information.

10. FINANCE

FEES

Prior to enrolment and or payment of any fee, students are advised to read and understand the Enrolment Policy and Procedures for Students, as well as the Terms and Conditions of Enrolment. These are available from our recruitment team or authorised agents.

Tuition, other fees and charges are subject to review and/or change at Abbey College Australia's discretion. Abbey College Australia will advise the students of changes prior to enrolment.

TUITION FEES

Tuition fees include training, use of computer and other campus facilities, and assessment resources.

For course fees, please refer to our [website](#) for the most recent information.

Tuition — paying by instalments is conditional

- Students who pay their instalments **late** will be charged an AUD \$120 penalty and not be allowed to enter classes. This may affect their **visa status and lead to their visa being revoked**.
- Abbey College Australia reserves the right to cancel an instalment payment and make the remaining fees for the whole offer due immediately.
- If a student applies to transfer to another provider, the instalment plan will be cancelled, and the outstanding balance of the invoice will be due immediately.
- Unpaid balance for an invoice may be referred to a collection agency.
- If you have any difficulties with payments, please consult a Student Officer in Administration.

Full details of fee and charges can be found at **Appendix B** of this document.

ADMINISTRATIVE FEES

ITEMS	COSTS (AU\$)
Course Material Fees (Business & IT)	\$50.00
Course Material Fees (Translation)	\$600.00
Enrolment Fees (non-refundable)	\$200.00
Re-enrolment fee	\$200.00
COE Issue Fee (non-refundable)	\$50.00
Deferment/Suspension Fee	\$250.00
Change of Course Fee	\$200.00
Document re-issue Fee	\$50.00
Re-assessment/Late submission Fee	\$250.00
RPL Application Fee / unit	\$450.00
Priority Processing Fee	\$50.00
Late Payment Fee	\$120.00
Student Card (new student)	\$5.00
Student Card Replacement	\$10.00
Photocopy Service/double side page (Black & White)	\$0.15/page
Administrative fee for discontinuation of enrolment or cancellation of studies	\$300.00

OTHER FEES

ITEMS	COSTS (AU\$)
Airport Pick-up	\$150.00 (one way)
Home Stay Placement Fee	\$200.00 \$250.00 (full board) \$180.00 (Share room)
Overseas Student health Cover (OHSC), 2020	See https://www.studyaustralia.gov.au/english/live/insurance

FEES DISPUTES

Abbey College Australia's disputes resolution process does not circumscribe the student's rights to pursue other legal remedies, and students have the right to take further action under Australia's consumer protection laws. Please note the following:

- students are not permitted to transfer course fees to another student;
- should it be necessary for the student to repeat a course the full amount will be charged; and
- students that fail to pay their fees will:
 - be issued with a warning letter which may result in cancellation of their enrolment and notification to the Department of Home Affairs.
 - will not have assessments or exams marked, nor will they be allowed to graduate.

- may be refused to re-enrol.

PAYMENT METHOD

- Bank cheque payable to “Abbey College Australia”
- Credit Card (Visa or MasterCard, 2% fee applies)
- EFTPOS (2% fee applies)
- Direct Debit
- Bank Transfer

Bank Account Details:

Account Name: Abbey College Australia
 BSB Number: 062 033
 Account Number: 1028 9591
 Bank: Commonwealth Bank of Australia
 SWIFT Code: CTBAAU25
 Reference: Your name & Student Number

Note: Our college will not be responsible for any monies paid to agents and banks.

LATE PAYMENT OF FEES

All offer letters will have the due date for each instalment clearly written on the 2nd page. Once enrolment in a course has been confirmed, the fee for the first term plus all other fees (including learning material costs and other relevant fees) must be paid unless otherwise stated. Fees for are always due at 15:00 on the day of commencement of a term.

Please adhere to the schedule plan and pay in full by the due date. If fees have not been paid in full by the due date, students may be disallowed from attending class, sitting tests/examinations, submitting assessments and/or receiving results until the outstanding fees have been paid in full.

If tuition fees are not paid on time, a late payment fee of \$120 will apply from the day of commencement of the relevant term. Should fees remain overdue for more than 1 week. Abbey College will inform the student of our intention to report the student for non-payment of fees to DHA via PRISMS.

Financial hardship support

If you are facing financial hardship and consequently falling behind with your tuition fee schedule, you must notify us in person. In certain circumstances (rare circumstances), and based on compassionate grounds and for reasons out of your control, we may be able to offer alternative solutions such as extending the due date of your fees payment.

REFUND POLICY

Student identity must be verified before refund payment is proceeded. All requests for refunds must be made in writing/email to the Campus Manager. Approved refunds may either be transferred to another institution or sent back to the account that originally debited to our account. Refunds will be in Australian Dollars and will be made within 28 days after we receive a written refund claim by the student in accordance with the Terms and Conditions as outlined on the Letter of Offer. This forms

the written agreement with the registering student. Bank charges for refunds made by cheque, bank draft or electronic transfer will be deducted from the refund amount.

Note: Cooling-off period does not apply.

Refund in case of student default

Should a student withdraw from course prior to 28 days of the course commencement date, Abbey College Australia will provide 70% of tuition fees less enrolment, material, CoE fee and course withdrawal fees as a refund.

Should a student withdraw from course within 28 days of the course commencement date, Abbey College Australia will provide 50% of tuition fees less enrolment, material, CoE fee and course withdrawal fees as a refund.

Should a student apply for deferral of course commencement and then applies for a refund prior to the commencement of the revised start date, Abbey College Australia will provide 25% of tuition fees less enrolment, material and CoE fees as a refund.

Should a student withdraw from course once commenced, there will be no refund of any fees paid in advance and the student will be liable for full course fees.

Should a student wish to change enrolment to another course at Abbey College Australia prior to the course commencement, course fees paid in advance will be transferred to the new course and the student is liable to pay any difference in fees between two courses.

Should a student wish to change enrolment to another course at Abbey College Australia after the course commencement, any fees paid for the current term will not be refundable or transferrable.

No refund will be provided if student fails to comply with terms and conditions of enrolment and policies and procedures of Abbey College Australia and if false and/or misleading information was provided to gain enrolment.

No refunds will be provided if student fails to start the course on the agreed course start date and has not previously withdrawn.

No refund will be provided if student decides to abandon the course after course commencement date for any reason.

No refund will be provided if Abbey College Australia refuses to provide or continue to provide the course due to:

- student's misbehaviour; or
- failure to pay required fees to undertake the course; or
- student breaching their visa conditions.

“Special circumstances” under which a refund will be considered, and which are beyond student's control.

- In the case of serious illness – verified by a medical certificate.
- Escaping domestic violence or being a victim of any crime.

- Family or personal tragedy.
- Acts of God.
- Acts of government authorities, for example where the student is prevented from commencing studies in the agreed course of study.
- Where a student's visa has not been granted.

Refund (if any) will be provided to the student within 28 days after receiving the Refund Application Form with relevant supporting documentation.

Refund in cases of student visa refusal

This applies when the student was refused a student visa and consequently fails to start on the agreed starting day or withdraws from the course after student has already commenced the course.

Refund will be calculated as per the Education Services for Overseas Students (Calculation of Refund) Specification 2014 (<https://www.legislation.gov.au/Details/F2014L00907>)

Refund (if any) will be provided to the student within 28 days after receiving the Refund Application Form with relevant supporting evidence.

Refund (if any) will be deposited into the authorised account notified by the student on Refund Application Form.

Refund in case of Abbey College Australia's default

This applies when:

- Abbey College Australia fails to start to provide the course to the student on the agreed starting day; or
- the course ceases to be provided to the student at any time after it starts but before it is completed; and the student has not withdrawn from the course before the Abbey College Australia's default.

Abbey College Australia may arrange for a suitable alternative placement within 14 days after the default day. If the student accepts this offer of a placement, student needs to sign an acceptance document. Alternatively, if Abbey College Australia is unable to offer a suitable alternative placement or student does not accept the alternative suitable placement chosen by the Abbey College Australia, then Abbey College Australia will pay the refund to the student, as determined by Education Services for Overseas Students (Calculation of Refund) Specification 2014 (<https://www.legislation.gov.au/Details/F2014L00907>)

The refund will be paid within 14 days after the default day.

In the event, Abbey College Australia does not satisfy its obligation to an affected student, TPS (Tuition Protection Service) Director will facilitate access for the student to course placement or refund.

Refund (if any) will be deposited into the authorised account notified by the student on Refund Application Form.

Procedure for refund

- Students who request a refund must complete the Refund Application Form (available on Abbey College Australia website) and send it along with all relevant supporting documents.
 - Bank charges will be deducted from the refunded amount.
 - An application for a refund will be processed within 28 days after a claim has been received.
 - Refund are assessed on a case by case basis.
 - Refund will only be paid to the person who entered into the contract with Abbey College Australia and will not be provided to a third party.
 - Refund are paid electronically; no refund will be in cash.
- Agreeing to the Refund policy, and the availability of complaints and appeals processes, does not remove the right of the student to take further action under Australia's consumer protection laws or to pursue other legal remedies. Please refer to the Complaints and Appeals Policy.

Enrolment fee.....	Non-Refundable
COE fee	Non-Refundable
Visa refused prior to course commencement	Full refund less administration fee of \$500 or 5% of course fee (whichever is the lesser amount)
Visa refused after course commencement	Refund of unused tuition fees
Withdrawal at least 28 days (prior to agreed start date)	70% refund of tuition fees
Withdrawal less than 28 days (prior to agreed start date)	50% refund of tuition fees
Withdrawal after the agreed start date	No Refund
Visa cancelled due to actions of the student	No Refund
Does not commence.....	No Refund
(i.e. Does not arrive, or has not arranged with us for a later start because of health or compassionate reason)	
Visa extension is refused	Refund of unused tuition fees
Withdrawal from study - current students (of the following term/s) *	Refund of unused tuition fees
Compulsory Health Insurance (Student visa holders only)	Refer to OSHC provider
Airport Pick-up (prior to flight arrival)	Full Refund if service cancelled

**Deferment, Suspension or Cancellation of Enrolment Application Form must be received at least 28 days prior to the commencement of the following term/s. For deferment, no refund will be applicable unless visa has not been granted.*

Note: Cooling off period does not apply.

PROTECTION OF TUITION FEES PAID

Abbey College Australia is a CRICOS provider delivering courses to overseas students. Our conditions of enrolment; collecting fees in advance; refunding fees and financial management comply with the conditions outlined in the Tuition Protection Service (TPS) Act for CRICOS providers.

If Abbey College Australia defaults and is unable to provide a refund or place the student in an alternative course, the Australian Government's Tuition Protection Service (TPS) will ensure that international students receive assistance. The TPS ensures that international students can either:

- complete their studies in another course or with another education provider; or
- receive a refund of their unspent tuition fees.

For more information please visit the TPS website: www.tps.gov.au

11. STUDENT VISA CONDITIONS AND RELATED POLICIES

INTERNATIONAL STUDENT VISA REQUIREMENTS

All student visas are granted subject to conditions that govern the stay of students and their families in Australia. Failure to comply with visa conditions may result in cancellation of the visa and removal of the person and their family from Australia.

Visa requirements include, but are not limited to:

- Maintaining full-time enrolment in enrolled course
- Maintaining satisfactory course progress
- Maintaining OSHC for the duration of the visa
- Notifying WIA within seven days of any change of address

ESOS ACT 2000 REQUIREMENTS

The ESOS Act 2000 protects Australia's reputation for delivering quality education services and protects the interests of overseas students, by setting minimum standards and providing tuition and financial assurance. More information is available at <https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>.

ATTENDANCE REQUIREMENTS

Our course is offered on the basis of full-time study based on a 20 scheduled course contact hours per week (15 hours face-to-face & 5 hours online studies). As required by their student visas, international students must attend at least 80% of the scheduled course contact hours (20 hours per week). Daily attendance is monitored and reviewed at the end of each week. Students in violation of the attendance policy may be reported to DHA. For our detailed attendance monitoring policy, please refer to our Monitoring attendance policy available in the Policies and Procedures at ACA website. Abbey College Australia may adjust the duration of a course for an overseas student if that student already has the skills and knowledge to complete assessment without attending training, while still ensuring you adhere to minimum course registration requirements.

COURSE PROGRESS REQUIREMENTS

Abbey College monitors, records and assesses the course progress of each student throughout and at the end of each study period. (The length of the study period for the purpose of this policy is nine to twelve weeks of study depending on the course). Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the units in any study period of a course.

Students who do not achieve satisfactory progress for two consecutive study periods will be reported

to DHA via the PRISMS system. For our detail course progress monitoring policy, please refer to our Monitoring course progress for students policy available in the Abbey College Australia Policies and Procedures at the ACA website.

TRANSFER BETWEEN PROVIDERS

International students are required to remain with the same education provider with whom they originally enrolled for at least, the first 6 months of the course (or the duration of the course if it is less than 6 months).

Where a student undertakes a prerequisite course prior to commencing their principal course they must complete the prerequisite study and 6 months of the principal course before changing provider.

AUSTRALIAN RESIDENTIAL ADDRESS REQUIREMENTS

All international students are required to provide and keep Abbey College Australia updated of their Australian residential address within seven (7) days of arrival in Australia and any subsequent change of residential address must also be notified to your college within seven (7) days.

Note: You are always required to provide and keep Abbey College Australia informed of your current residential address details, email address and telephone number. Notification of Change of Address Forms are available administration and you must notify any changes in address and contact details as soon as possible and within seven (7) days.

OVERSEAS STUDENT HEALTH COVER

All international students are required to take out Overseas Student Health Cover (OSHC). Students must register with a health care provider.

COMMENCEMENT

Students who do not commence or are absent for the first two weeks (14 days) will be reported to DHA for non-commencement of Studies. They **may** be offered a place in the next available course and, if necessary, a new COE will be issued.

VISA CANCELLATION

Mandatory cancellation of student visas will occur when a student visa holder is assessed as not complying with the requirements of their visa conditions relating to meeting course requirements. Visa cancellation can mean detention, removal from Australia and a bar on applying for other visas, other than a Protection Visa. Please refer to the DHA website for further information.

Current visa conditions that international students must:

- study full-time whilst in Australia;
- satisfy course progress requirements;
- maintain a valid enrolment with the chosen provider;
- notify of any change of address within seven days;
- have enough funds to cover tuition fees and living expenses whilst in Australia;
- not work more than 48 hours per fortnight during the semester;
- maintain a valid Overseas Student Health Cover;

- inform DHA of any change in their student status;
- inform DHA if they withdraw from the course they are enrolled in; and extend their student visa before it expires (if applicable)

12. SCHOLARSHIPS

Abbey College offers a few scholarships and awards each year to our students. Scholarships and awards are designed to recognise academic, leadership and community achievements and to assist students for a variety of reasons. Student can get the detailed information by emailing our student service officer info@abbeycollege.edu.au.

To apply for scholarship, the student will:

1. Students must apply in writing to the Campus Manager to apply for scholarship using a Scholarship application form.
2. Abbey College Australia will assess your application within 15 working days
3. If the application is successful, Abbey College will notify you of the outcome of the scholarship and issued a certificate of excellence for you to keep.
4. If the application is unsuccessful, Abbey College will notify you of the outcome in writing, most probably using email.

The application of Scholarship is subject to terms and conditions outlined below:

- Student must have studied with Abbey College for at least 2 terms when apply
- Student must achieve attendance of at least 80%
- Student must pass all units during their study
- Unit results has been released for at least 2 terms when apply
- Student must continue to maintain satisfactory course progress after their scholarship is granted
- Each student is only entitled to receive one scholarship for each course
- The scholarship can only be given as tuition fee deduction for your following term
- The scholarship cannot be redeemed as cash, gift card or other terms

13. FEEDBACK, COMPLAINTS AND GRIEVANCES

Abbey College Australia has a grievance procedure in place that provides for the review of decisions and respond to allegations involving:

- our academic, administration or management staff;
- our services or a third-party providing services on our behalf; and/or
- one our students.

Students are assured that any disputes or grievances will be taken seriously, handled professionally and confidentially in order to achieve a speedy resolution. The Abbey College Australia grievance process:

- ensures that students have a clear understanding of the steps involved;
- informs or students of their right to take their complaint to an arbiter if they wish to do so;
- provides students with contact details of public and/or independent arbiter; and
- informs our staff of the Complaints and Appeals Policy and Procedures to assist the students with their concerns.

INFORMING THE STUDENT

We publish our complaints and appeal policy and procedures in this student handbook. Abbey College Australia staff will also explain this policy and the procedures during our students' orientation.

Abbey College Australia's dispute resolution process **does not** circumscribe the student's rights to pursue other legal remedies.

PROCEDURES FOR GRIEVANCE MANAGEMENT

STEP 1: COLLECTING INFORMATION

- Students and prospective students are encouraged to communicate their concerns to trainers or student service officers.
- Verbal comments or concerns should be recorded. Abbey College Australia staff should encourage any student if they have a concern to lodge a formal complaint by writing to the Campus Manager.
- A copy of the completed form shall be returned to the individual who completed the form as part of the acknowledgement process.

- Staff receiving the complaints or appeal should treat the complainant with integrity and privacy the principles of natural justice and procedural fairness should be applied. 'Natural justice' is terminology for the rule against bias and the right to a fair
- There is no cost for the complaints and appeals process unless it is referred to a third party.
- Students will be advised that they can have a friend/support person with them at any time during any interview or when they present their case.

STEP 2: PROCESSING THE INFORMATION

- Academic appeals will be reviewed by the Course Coordinator and Principal Executive Officer (PEO) for corrective and preventative actions as well as for continuous improvement.
- Non-academic complaints are reviewed by the General Manager/CEO and administration team for corrective and preventative actions as well as for continuous improvement. The complainant will be contacted within 10 working days
- A complaint can be directed to the CEO immediately if there is a conflict of interest or the complaint is related to a manager's conduct.

STEP 3: FURTHER INVESTIGATION

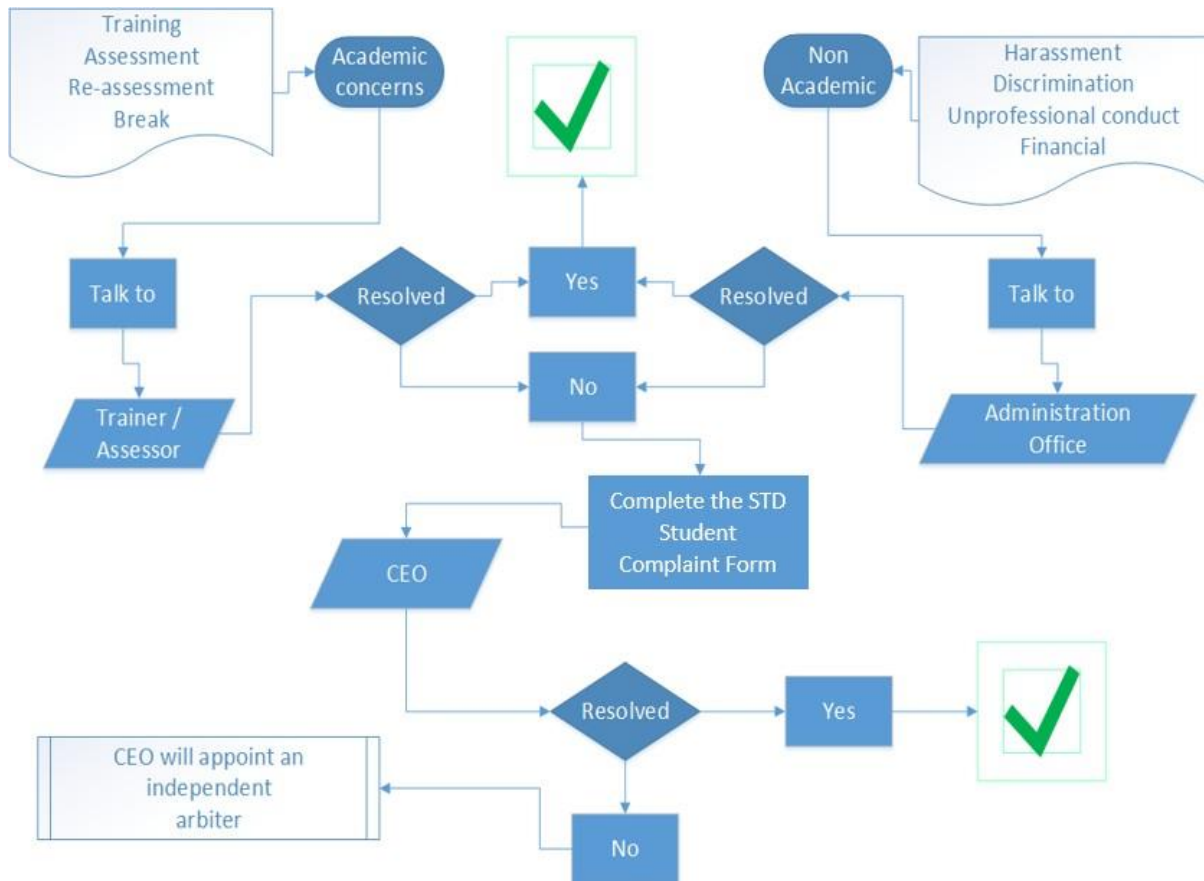
- The complaint will be investigated by the appropriate staff member. They may be required to arrange two separate interviews with the person making the complaint and the person the complaint is about.
- Staff shall respect the rights of our students, staff and others when inviting the students and their friend/support person to prepare their evidence and to respond to arguments presented by the opposite side.
- The investigation of a complaint or appeal will commence within **10 working days** of the complaint or appeal being lodged with Abbey College Australia.
- During this time, a student's enrolment will be maintained, and a student is requested to attend classes and submit assessments as required.
- Where the Abbey College Australia considers more than 60 calendar days are required to process and finalise the complaint or appeal, the complainant or appellant will be informed in writing,
- including reasons why more than 60 calendar days are required; and regularly update the complainant or appellant on the progress of the matter.

STEP 4: MAKING A DECISION

- Staff must ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process by considering a fair and unbiased procedure when making decisions.
- The complainants must be given a written statement of the complaint or appeal outcome, including details and reasons for the decision.
- Any decision and/or corrective and preventative action will be implemented immediately.
- A copy of the completed form and decision will be maintained on the student's file.
- Regardless of outcome, all parties are to be notified of the outcome as soon as possible but no later than 60 days.

- We will provide a written explanation to the student, if the matter is not resolved in less than 60 days.
- If the matter is not resolved internally, the student shall be advised to contact an independent mediator (such as The Resolution Institute) or an agency such as National Training Complaints Hotline, International Student Ombudsman or ASQA.

PROCEDURES FOR COMPLAINTS AND APPEALS



INDEPENDENT MEDIATOR

- If the Complainant is not satisfied with the outcome of their appeal and then an independent mediator will be sourced by Abbey College Australia through LEADR, the Association of Dispute Resolvers. Complainants may request that their grievance is referred to the independent mediator by completing a student request form within 10 days of receiving written notification of the result of the appeal to Abbey College Australia.
- Costs of such mediation will be shared equally by Abbey College Australia and the Complainant. It is common for most disputes to be resolved within the initial four-hour allocation.
- Alternatively, an overseas student may lodge an external appeal by contacting the Overseas Students Ombudsman.
- The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their training provider. Refer to the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072 for more information.

- Remedial action:
 - Abbey College Australia will give due consideration to any recommendations arising from the external review of the grievance within 30 days of receipt of the recommendations.
 - Abbey College Australia will seek to identify potential causes of complaints and appeals and take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

Please check Abbey College Australia's Policies and Procedures for more details on the Complaints and appeals policy and procedures available at the website www.abbeycollege.edu.au.

14. EMERGENCIES

EMERGENCY CONTACTS

OFFICE HOUR EMERGENCY CONTACT:

Address: Ground Floor, 187-189 Thomas Street, Haymarket 2000 Australia
Phone: +61 2 9055 8558

AFTER HOURS EMERGENCY CONTACT:

+61 433532966

DAY STREET POLICE STATION

Address: 192 Day St, Sydney NSW 2000
Phone: +61 2 92656499

FIRST AID

- Please report any injuries that occur on campus to the Campus Manager immediately.
- First Aid Kit is located near the Administration Area at both the campuses.
- Administration will provide you with the name of First Aid Officer.

EMERGENCIES

A copy of the Emergency Procedures in Case of Fire and Evacuation is on display in campus. If there is a fire on the premises you must follow the procedures below:

Signal: Tell the staff there is a fire.

The staff will call 000 if it is safe to do so and provide details:

- Name and address
- Location of fire
- What is burning
- Staff person's name

Upon the Direction of the Staff:

VENTILATION: Stop ventilation by closing doors and windows.

EXTINGUISH: Put out fire if trained in use of a fire extinguisher and if fire is containable.

- Do not enter the fire area.
- Evacuate all walking people first, wheel-chaired people, then staff.
- Follow Exit signs.
- Check all toilets, rooms, if it is safe to do so.
- Everyone meets at a location designated on the wall chart displayed.

You are required to follow any instructions given to you by the staff in the case of emergency.

If you have any injury or disability that limits your mobility, even if only for a short time, please inform the Course Coordinator who will assign another student or staff member to assist you in an emergency.

CRITICAL INCIDENT MANAGEMENT

The purpose of this critical incident policy and procedure is to recognise the duty of care owed by The Institute to its students and to document the process for managing critical incidents when they occur.

The Institute recognises the duty of care owed to its students and understands that planning for the management of a critical incident is essential. A critical incident is defined by the National Code 2018 as 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'.

CRICOS registered providers must have a documented critical incident policy together with procedures that cover the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.

Critical incidents are not limited to, but could include:

- missing students;
- Severe verbal or psychological aggression;
- death, serious injury or any threat of these
- natural disaster; and
- Issues such as domestic violence, sexual assault, drug or alcohol abuse.
- Deprivation of liberty
- Severe verbal aggression
- Robbery
- Death or serious injury
- Suicide or threat of suicide
- Natural disasters (e.g., earthquakes, floods, electrical storms)
- Fire
- Bomb or hostage threat
- Explosion, gas or chemical hazard
- Issues such as domestic violence, sexual assault, and drug or alcohol abuse

(Note: Non-life-threatening events may qualify as critical incidents.)

RESPONDING TO A CRITICAL INCIDENT: STAFF ROLES AND RESPONSIBILITIES

- Please note that the Student support representative is your official or first point of contact
- Ph: 02 9055 8558 during business hours 9.00am-6.00pm
- Staff, students or visitors involved or witnessing a critical incident after hours should immediately contact the PEO (Ms. Qian Wang) on 0433 532 966

The senior Institute staff member present is the lead Institute representative at the site until the arrival of the PEO. When the PEO arrives, he/she assumes responsibility for controlling the recovery from the incident. The PEO will ensure that debriefing occurs, and support services are available to those affected by the incident.

The key the Institute personnel responsible for the implementation of the critical incident procedures are:

Chief Executive Director	Ms. Qian Wang
Principal Executive Officer	Ms. Qian Wang
Academic Manager	Ms. Sharmin Shahjadi
Administration and Students Services Manager	Ms. Gemma Malaluan
Marketing Director	Mr. Joey Yang
Marketing Team	Various
Students Services Team	Various
Trainers and Assessors	Various

However, the PEO is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.

- If you have a question or are confused about something, please talk to the Student Support Representative at Reception or ph: 02 9055 8558
- Student Support Representative are usually here to assist the students.
- However, all the Institute staff members are responsible for reporting a critical incident involving students to the PEO.

Please check Abbey College Australia's Policies and Procedures for more details on the critical Incident policy and procedures available at the website www.abbeycollege.edu.au.

NOTIFICATION OF GOVERNMENT ORGANISATIONS

The ESOS Act 2000 requires the Institute to notify the Australian Government (currently DHA) as soon as practical after the incident.

The Educational Services for ESOS Act 2000 requires the Institute to notify DET and DHA as soon as practical after the incident and in the case of a student's death or other absence affecting the student's attendance, the incident will need to be reported via the Provider Registration and International Student Management System (PRISMS).

When an international student dies or sustains serious injury, the Institute may be required to assist the student's family. This may include:

- Hiring interpreters
- Planning for hospital/funeral/memorial service/repatriation
- Obtaining a death certificate
- Assisting with personal items and affairs including insurance issues
- Assisting with visa issue



LOCATIONS

- Ground & L3/187-189
Thomas St, Haymarket NSW
2000 Australia
- L11, 118 King William Street,
Adelaide SA 5000 Australia

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CONTACT INFO

Phone: 02 9055 8558
Email: info@abbeycollege.edu.au
Web: www.abbeycollege.edu.au

CRICOS PROVIDER CODE: 02658G
RTO: 91136