



## Handbook for International Students

# Student Handbook 20/21

Please retain this handbook even after completing your course. ASQA may phone and ask questions that relate to its contents.

## **1. Message from the CEO**

Welcome to JP International College. I am pleased to introduce you to our registered training organisation and the educational programs and services we offer to our students.

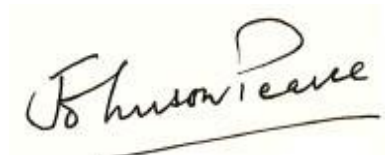
JPIC is located in Mawson, Canberra and is easily accessible via public transport. JPIC is a smaller, boutique college where our students soon become part of the JPIC 'family'. I have successfully run restaurants in Canberra for over 25 years and my passion is cooking, so I am very pleased to help train our chefs of the future!

JPIC's trainers are industry experts in their fields. They know what it takes to make it in the workplace and they're eager to share their insight with you. In addition to committed trainers, we have a dedicated administration team supporting you every step of the way.

In today's economic environment, we are pleased to offer affordable education and training that is focussed on the current job market.

Take charge of your education, your career and your future by setting yourself apart from the competition. Remember that our students and their success is the focus of all that we do.

Allow JPIC to be part of your journey to the future!

A handwritten signature in black ink that reads "Johnson Pearce". The signature is written in a cursive style with a horizontal line underneath the name.

Johnson Pearce  
CEO

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## **2. COVID – 19**

During health emergencies such as COVID – 19, JPIC may implement changes to the way training is delivered. If changes occur based on the directives of government agencies, JPIC will notify all students accordingly.

## **3. JP International College (JPIC)**

The mission of JPIC is to be a leading academic institute in Australia by providing students with high quality education designed to meet their vocational goals in an efficient, professional, compliant and safe learning environment.

JPIC believes in the transfer of knowledge and skills and therefore our vision is to assist all our students in developing themselves both personally and vocationally. JPIC believes in a holistic approach to education. We offer students from all over the world the opportunity to develop their potential in an educational environment that is warm, friendly, exciting, multicultural and equitable.

Australia's diverse population and strong educational tradition make it particularly suited to international education and JPIC intends to continue to be a significant contributor to international education in Australia.

## **4. Academic assistance**

Effective learning and study strategies is the key to success in study. We are happy to assist students if they are struggling with their studies. Our highly skilled and friendly trainers will assist you and give extra help with any areas of your study in which you are having difficulties to help you successfully complete your studies.

## **5. Academic Course Progress**

Each JPIC student is expected to satisfactorily complete their course, by demonstrating competency in all the required units of competency in the expected course duration.

Units of competency are commenced and completed within an academic term.

Each unit of competency is assessed by a number of assessments, the accumulated results for these assessments determines if the student is considered competent or not in that unit of competency.

Students are expected to academically progress with their class group (called a cohort). To provide as much opportunity as possible for a student who is facing difficulty within a unit of competency, we have made available time in the student timetable for re-assessments, or supplementary assessments in the term breaks.

Thus rather than have a break between terms, the student who is at risk of not demonstrating competency within a unit of competency can be scheduled additional study and additional assessments to be completed within the term break, and assuming that a satisfactory re-assessment outcome occurs, the student will be able to continue to remain within their cohort and progress with their class and complete the course within the expected course duration.

To ensure satisfactory course progress, student performance will be reviewed at the completion of each assessment process, within the term and all Student assessment results are recorded in our Student records

database (Wisenet). Students whose demonstrated accumulative competency indicates an outcome of less than a satisfactory performance in attempted assessments will invoke our Intervention Strategy. Furthermore, students who fail to demonstrate competency in any re-assessment (i.e. failed the same assessment twice) will also invoke the Intervention Strategy.

## 4.1 Stage of Intervention

As before, the Academic Intervention Strategy is intended to support the student in the completion of their studies and where possible determine solutions to the problems. In the first instance, the Intervention Strategy involves the student initially meeting their teacher to discuss their progress and developing a plan of action to help the student catch up with their studies.

If this initial step is shown to be ineffective and the student continues to fall behind in their studies, official warning letters will be sent to the student, the first letter informing them that their academic performance is in jeopardy of falling below acceptable levels and the second letter when their performance has fallen below acceptable levels.

Official warning letters regarding the students' academic performance are issued:

1. Where a student is failing to attain successful completion of 80% of units attempted at the end of a term of study.
2. Where a student has failed to attain successful completion of 80% of units attempted at the end of a term of study
3. Where a student has failed the initial assessment for a unit and the subsequent re-assessment for that same unit.
4. Where other circumstances occur which in the opinion of the Institute the students' satisfactory timely completion of the course of study is in jeopardy, and finally
5. To inform the student of JPIC's intention to report the student to the Department of Home Affairs for breach of visa conditions.

In occasions 1 – 4 the student will be contacted in writing, upon which, the student is required to respond within 5 working days to arrange a meeting with the Director of Administration/CEO to discuss the reasons that the student has failed to meet the Institutes expectations. In occasion 5 the student will have 20 days to appeal the process by accessing JPIC's Complaints and Appeals process.

The intention of these meetings is to understand the student's situation and reasons and to determine if the Institute can provide support to the student so that the necessary requirements can be met.

All reasonable support opportunities will be explored, and the student can bring a support person, or translator or other means of assistance as required.

In some circumstances, the Institute may recommend the student contact an external support agency or in other circumstances, the Institute may make other recommendations.

Where the student has attended the required number of classes, but has not yet demonstrated a suitable competent standard of academic ability, the institute may elect to extend the Students CoE to allow for course completion, this is very rare and only occurs as a result of the Intervention Strategy.

We are only able to extend a CoE in compassionate or compelling circumstances.

In the event of an extension to the CoE, the variation and the reasons for the variation to the CoE are to be recorded in the student file and reported via PRISMS.

The details of all mandatory counselling sessions, including the details of the meeting, who attended and the agreements and recommendations made will be recorded in the Academic Counselling Form (Form 68) and included in the student file.

If at the end of the term the student has continued to fall behind after all assessment, reassessment, counselling and appeals options have been exhausted will receive a letter notifying them of JPICs' intention to report the student to DHA for not achieving satisfactory course progress.

One possible outcome of reporting the student, after due process, is that their student visa may be cancelled and they will have to leave Australia.

Our process for reporting a student is:

1. Review the student's academic performance at the end of each term.
2. Determine if the student has an academic appeal or a re-assessment in progress.
3. Determine if there is currently an Intervention strategy process in place for the student and determine its efficacy.
4. If the above three processes are no longer applicable or have been exhausted, the student will be informed of JPICs intention to report the student to DHA for not achieving satisfactory course progress.
5. The student has 20 working days (Monday to Friday is considered 5 working days, unless a public holiday occurs in which case the day is not considered a working day), to access our Complaints and Appeals process (Form 05). If the student accesses this process the reporting to the Secretary of DHA shall be placed on hold until the outcome of the Complaint and Appeal process is determined.
6. In the event that:
  - a. the student does not after 20 working days' lodge a Complaint or Appeal, or
  - b. the Complaint or Appeal does not alter the original intent to report the student, or
  - c. the student withdraws from the complaint or appeal process

JPIC will notify DHA via PRISMS that the student has failed to achieve satisfactory course progress.

## **6. Access and Equity**

JPIC is committed to promoting equal access to our courses and has policies and practices in place that ensure our vocational practices and training are responsive to the diverse needs of all our clients. JPIC offers vocational education and training in a fair and even-handed way to all students within any of our courses.

JPIC will not tolerate acts of direct or indirect discrimination or harassment. Discrimination is unlawful at any time but especially for us during work or study related activities, and also during field trips, excursions and practical placements.

JPIC will assess all applications for enrolment from potential students and will not apply prejudicial behaviour in any selection process. The selection (or otherwise) of a potential student will solely be based on the



candidate meeting the entry criteria as advertised. Students must include a Statement of Purpose (SOP) with their application to satisfy government requirements to confirm why you want to study with us.

All new students will undergo an orientation/induction process on arrival at JPIC. As part of this process, students will be reminded of their responsibility to also act courteously and in a civil manner when interacting with other students, with trainers/assessors and also our administration. We are all here with a single goal: to help you achieve your study outcomes. In particular, they will be reminded about their obligations under legislation to not discriminate based on age, disability, colour, race, gender, religion, sexuality, family responsibilities or where they live

By providing accessible and equitable vocational education, our students develop knowledge and skills to enhance life and work opportunities. Once enrolled, all students are trained and assessed equally. However, in certain cases reasonable adjustment provisions may be made, determined by JPIC's LLN test (Form 42) and consistent with the practices of our college.

Student access is limited physically by a staircase but there are no other disadvantages.

For students wishing to partake in our theory intensive courses and who are physically unable to access the premises, online access to training materials and access via online platforms are available.

JP International College Pty Ltd programs and services are relevant, accessible, fair and inclusive. We promote programs and services in a manner that includes and reflects the diverse population. All prospective students are well informed of the options available to meet their individual training needs and the development of their skills base by providing training that is industry focused.

## 7. Accommodation

JPIC does not offer on-campus accommodation, however the Student Services Officer and/or Director of Administration can help you to find accommodation that suits your needs. The two kinds of accommodation that we can help you with are:

**Homestay Accommodation:** This is where students choose to live with an Australian family during their time in Australia. Homestay can provide you with 2-3 meals per day and will cover electricity and other bills; however, you will need to pay for your own telephone and personal needs. We can arrange this for you through a reputable company - <http://www.homestaynetwork.org/public>

**Rental Accommodation:** This is where students generally choose to share a house with other students. Often rental properties are unfurnished so you may have to purchase your own furniture. Rental properties are normally leased for a minimum of 6 – 12 months. You will also need to pay a bond for the property which usually amounts to 4 – 6 weeks rent in advance. We advise students to read about tenancy issues with the Tenants Union of ACT - <http://www.tenantsact.org.au> to ensure they are fully informed about their rights and responsibilities as tenants.

## 8. Airport/Bus transfer

JPIC can arrange to pick you up from the airport/bus terminal and drive you to your accommodation. We require at least three days' notice plus all details of your flight including flight number/bus-line, time of arrival and your full name. The cost of this is \$100.

Public Transport operates from the Airport. Please check <http://www.action.act.gov.au/> for bus times that will connect with your flight. There is also a very good taxi service available for all flights. You will see the Taxi sign after you collect your luggage.

## 9. Assessments

During the first session of your course you will be provided with information regarding your course timetable and the learning outcomes of each unit and likely assessment tasks. Assessments must be completed according to the requirements and submitted by the due date. Assessments must not be copied from another students' work nor should it be copied directly from the internet if access is permitted. You must reword information that you take from the internet to show that you understand the information: simply cutting and pasting and answer will result in charges of plagiarism and the submission will be cancelled. The work you submit must be your own, even with group work. When working as part of a group your ability to communicate and interact with others is critical but the submitted work must be your own.

At the beginning of the delivery of each unit your trainer will clearly explain the specific assessment requirements and submission date for the unit assessment tasks you will need to complete to meet the assessment criteria.

Keep a copy of any assignments or work submitted for assessment.

Individual assessment tasks are rated "Satisfactory". Once all of the individual tasks have been deemed satisfactory by the assessor, then the student is deemed to be Competent.

This evidence may be collected through a range of strategies including the completion of assignments on Moodle usually in a classroom, completion of projects at home and collection of information at home or demonstrating the skills in a workplace, depending upon the course in which you are enrolled. group discussion, tests and observation.

## 10. Assessment Extensions

It is expected that students will submit assessments by the due date however we understand that where special circumstances exist, an extension of time may be needed. If you do require an extension for an assessment, you will need to talk with your trainer at least 48 hours before the due date regarding the reason of the extension and to arrange an appropriate extension period. The following factors will not be regarded as suitable grounds for granting of an assessment extension:

- a) Normal/routine demands of employment and employment-related travel;
- b) Difficulties adjusting to the self-discipline needed to study effectively and to the demands of academic life;
- c) Stress or anxiety normally associated with examinations, assessment tasks, placements or any aspect of course work;
- d) Lack of knowledge of the requirements of academic work;
- e) Scheduled anticipated changes of address, moving house etc.
- f) Demands of sport or extra-curricular activity (other than to represent in state, national or international sporting or cultural events);
- g) Recreational travel (domestic or international);
- h) Planned events, such as weddings.

## 11. Assessment Submission

Assessments may be submitted before the due date. You must ensure that you complete all details on the Assessment Cover Sheet including your Name, Student ID, Course Code and Name, and sign and date at the bottom of the cover sheet(s).

Should you however fall behind in the submission of your assessments by the cut-off date, there will be a penalty of \$25.00 per out-standing assessment.

**Note:** You must always keep a copy of your completed assessments.

## 12. Attendance

Each JPIC student will be issued with their course timetable 2 weeks prior to commencement and again at orientation if necessary; students are expected to attend all their nominated classes.

Absences from classes are to be explained, and are not generally permitted except in exceptional circumstances.

The roll will be called on the student attendance sheet (form 40) at the:

- commencement of each session,
- end of each session
- at the return from break

A student who is missing when the roll is called will be marked absent from the session.

Thus, a student is expected to attend all twelve sessions over the three days' study per week, and a student who is absent, for a session will only be considered to have attended 91.6% of study time.

It is a legal requirement of section 19 of the ESOS act (and repeated in the National Code 2007) that a student **MUST** attend at least 80% of their scheduled classes; otherwise they are to be reported to the Secretary of DHA via PRISMS of not achieving satisfactory attendance.

One possible outcome of reporting the student, after due process, is that their student visa may be cancelled and they will have to leave Australia.

Our process is:

1. The roll will be called as outlined above at the start of class. At the end of each week (Friday 5:00pm) the attendance records will be provided to student administration (by email or hardcopy) for entering into the student database.
2. The Student administration officer will communicate with the relevant trainer regarding any students that are not meeting the attendance requirement during the week and ask for feedback as to why this may be the case. This should be provided to student administration by the following Monday by 5pm.
3. The trainer is required to inform student administration if they have communicated with the student to make them aware of the importance of attending class as required. This communication between the trainer and the student will be documented and filed in the students' file.

The trainer must also identify if a general attendance warning letter should be sent to the student by the following Monday.

4. Students who have been recorded as absent on two or more occasions in the fortnight will be sent an official attendance warning letter (Form 73) to their designated email address as recorded in our student records.
5. The letter will advise them that they are at risk of falling below the minimum required attendance of 80%. The student will have 5 working days to contact JPIC and arrange a counselling session with the Director of Administration

Students who receive two (2) such letters within the one (1) term will invoke the **Attendance Intervention Strategy**,

## 12.1 Attendance Intervention Strategy

As before, the Attendance Intervention Strategy is intended to support the student in the completion of their studies and where possible determine solutions to the problems. In the first instance, the Attendance Intervention Strategy involves the student initially meeting their teacher to discuss their progress and developing a plan of action to help the student achieve the necessary attendance as per their visa requirements.

If this initial step is shown to be ineffective and the student continues to fall behind on their attendance, official warning letters will be sent to the student informing them that their attendance is in jeopardy of falling below acceptable levels and again when their attendance has fallen below acceptable levels.

Official warning letters regarding the students' attendance are issued:

1. (Form 73) Where a student is at risk of falling below 80% attendance during a term of study.
2. (Form 74) Where a student has fallen below 80% attendance during a term of study.
3. Where other circumstances occur which in the opinion of the Institute the students' satisfactory attendance is in jeopardy, and finally
4. (Form 72) To inform the student of JPIC's intention to report the student to the Department of Home Affairs for breach of visa conditions.

In occasions 1 – 3 the student will be contacted in writing, upon which, the student is required to respond within 5 working days to arrange a meeting with the Director of Administration/CEO to discuss the reasons that the student has failed to meet the Institutes expectations. In regards to occasion 4 the student will have 20 days to appeal the process by accessing JPIC's Complaints and Appeals process, by filling in the Complaints and appeals form (Form 05) and submitting it at the reception.

The intention of these meetings outlined above in occasions 1 - 3 is to understand the student's situation and reasons for not attending class and to determine if JPIC can provide support to the student so that the necessary requirements can be met.

Where the student has not been able to attend the required number of classes, the institute may elect to extend the Students CoE or provide a new CoE to allow for course completion. An extension to CoE or the provision of a new CoE for course completion only occurs as a result of the Intervention Strategy where compassionate or compelling circumstances are identified.

In the event of an extension to the CoE, the variation and the reasons for the variation to the CoE are to be recorded in the student file and reported via PRISMS.

The details of all mandatory counselling sessions, including the details of the meeting, who attended and the agreements and recommendations made will be recorded and included in the student file.

If at the end of the term the student has continued to fall behind on their attendance and all counselling and appeals options have been exhausted. They will receive a letter notifying them of JPICs' intention to report the student to DHA for not achieving satisfactory course progress (as per occasion 4 above).

One possible outcome of reporting the student, after due process, is that their student visa may be cancelled and they will have to leave Australia.

Our process for reporting a student is:

1. Review the student's attendance at the end of each term.
2. Determine if the student has an active appeal in progress.
3. Determine if there is currently an Intervention strategy process in place for the student and determine its efficacy.
4. If the above three processes are no longer applicable or have been exhausted, inform the student of JPICs intention to report the student to DHA for not achieving satisfactory course progress.
5. The student has 20 working days (Monday to Friday is considered 5 working days, unless a public holiday occurs in which case the day is not considered a working day), to access our Complaints and Appeals process. If the student accesses this process the reporting to the Secretary of DHA shall be placed on hold until the outcome of the Complaint and Appeal process is determined.
6. In the event that:
  - a. the student does not after 20 working days' lodge a Complaint or Appeal, or
  - b. the Complaint or Appeal does not alter the original intent to report the student, or
  - c. the student withdraws from the complaints or appeals process

JPIC will notify DHA via PRISMS that the student has failed to achieve satisfactory course progress

## **13. Certificates**

Certificates for all courses (if relevant) will be issued within ten working days of course completion and once all course requirements have been met.

## **14. Change of Address**

It is a requirement of your student visa, that you notify JPIC of any change of address or contact telephone numbers within 7 days of that change occurring. To do this, you must complete the International Student Change of Details form (Form 86) at Reception. If DHA need to contact you at any time, they will contact JPIC to obtain your address and/or telephone number.

## **15. Change of Provider**

As per Part D, Section 7 of the National Code JPIC will not allow a registered student to transfer from JPIC within the first 6 months of their principal course until JPIC has assessed the student's request to transfer within this restricted period. These restrictions also apply to any courses undertaken before the principal course. A student must remain with his or her provider for all of his or her courses before the principal course. For the purposes of this policy the Principal Course is the course that leads to the highest qualification.

JPIC will grant the student's request where:

- a. The transfer will not be to the detriment of the student.

- b. The student has provided a letter from another registered provider confirming that a valid enrolment offer has been made
- c. The student can register into the other course at an appropriate point in the course
- d. The student's current academic progress indicates that the student can manage the new course

Note that:

- 1. students registered into a course which is 6 months or less in total duration are not permitted to transfer to another provider.
- 2. Students should allow a minimum of 5 working days to assess the student transfer request
- 3. The Letter of release, if granted, will be issued at no cost to the student and will advise the student of the need to contact DHA to seek advice on whether a new student visa is required.
- 4. If a transfer is granted JPIC will calculate any refunds according to the Course Cancellation and Refund Policy and Procedure and provide the student with a written statement
- 5. Students may use JPIC Complaints and Appeals process or involve an independent 3<sup>rd</sup> party at any time
- 6. Where the registered provider does not grant a letter of release, the student must be provided with written reasons for refusing the request and must be informed of his or her right to appeal the registered provider's decision in accordance with the complaints and appeals process.

**Note: a letter of release will not be granted where:**

- a) It is found that a student is attempting to avoid being reported to the Department of Home Affairs for poor academic performance, poor attendance or non-payment of fees.
- b) There are no detrimental or adverse consequences to the student
- c) There are no compelling or compassionate reasons for the transfer.
- d) There is no evidence that the new provider better meets the study capabilities of the student
- e) There is no evidence that the new provider better meets the long-term goals of the student, whether these relate to future work, education or personal aspirations

## 16. Student Transfer

Students may transfer education providers within six months under the following circumstances:

- the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
- the original registered provider has provided a written letter of release;
- the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course'
- 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.

## 17. Letter of Release

Students must apply for a letter of release by completing the Student Application to Transfer Education Providers form (Form 64) and submitting it to Reception. Applications for a letter of release will be considered by the Director of Administration and an outcome will be determined. A determination may be made based on JPIC's opinion of the student's best interests and the receiving course or provider, which could be reasonable to refuse transfer. Where such judgements are made, JPIC will ensure the reasons are adequately supported by evidence and conveyed to the student. The student will receive a written response with the outcome and outlining the reasons within 5 working days of a complete application being received by JPIC.

The student's request for letter of release is considered only where a Letter of Offer from another registered training provider is provided to confirm that a valid enrolment offer has been made and the transfer is within the guidelines of Part D, Section 7 of the National Code.

A letter of release if granted is issued at no cost. The student will be advised of the need to contact DHA to seek advice on whether a new student visa is required.

If a letter of release is refused, reasons for the refusal will be documented in writing and the student will be informed of their right to access JPIC's complaints and appeals procedure.

## 18. Classrooms

There is to be NO food or drink taken into classrooms or study areas.

Mobile phones are to be turned off or to 'silent' during class and are not to be used during presentation time or assessments.

The lunchroom must be kept clean at all times. Chewing of gum and smoking is not permitted on premises. Students are responsible for ensuring that all rubbish and food scraps are placed in bins. Microwaves and sinks are to be kept clean and free of food debris.

## 19. Complaints and Appeals

This process exists to ensure that should a student have a grievance, she/he will have access to a full and fair hearing of their concerns, and the right to a mutually agreeable solution. Details of any dispute will be kept strictly confidential. Under no circumstances will a student be penalised or suffer any loss of privilege as a result of initiating the grievance process.

At any time during the process, the aggrieved student has the prerogative to seek the active support of another person not directly involved in the grievance for the purposes of clear representation. There is now an additional step for students to take if they have a serious complaint regarding their RTO.

We will commence the complaints process within 10 working days of a formal lodgement of the complaint and supporting information. All reasonable measures are taken to finalise the process as soon as practicable. Where verbal complaints regarding vocational education are received, they can be discussed with the trainer and preferably resolved. Complaints about the organisation can be directed to the Director of Administration.

Any student or a potential student may submit a formal complaint to JPIC with the reasonable expectation that all complaints will be treated with fairness, integrity and privacy. There is no cost for the complaints process unless it is referred to a third party. Complaints must be lodged using the Complaints and Appeals form (Form 05) available at Reception, or via the JPIC website.

Complaints are investigated fairly and objectively with details of the investigation provided in writing to the complainant. The details will state the outcomes and reasons for the decisions made. JP International College Pty Ltd will aim to finalise any complaints and appeals within 30 days of the initial lodgement. In the event that the complaint or appeal cannot be finalised within the 30 days, the college will notify the complainant in writing detailing why it has not been finalised and any other information they can provide at the time to assist the complainant.

When a student is not happy with the outcome of a complaint they may appeal. The appeal is discussed with the CEO. If this does not resolve the matter, then the appeal is to be documented and submitted to trigger mediation by using either a simple written letter or a copy of the complaints and appeals form. The CEO will organise a meeting with the student and JP International College Pty Ltd representatives at the local court to meet with the Community Justice Centre representative. The Community Justice Centre provides trained mediators, familiar with the alternative dispute resolution mediation process. The process is also without cost. The final agreement, achieved through the alternative dispute resolution process is put into a court order, which binds the parties to the agreed resolution. There is no further appeal mechanism beyond this point.

If you wish to lodge an external appeal or complain about this decision, you can contact 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 private education or training provider. See the Overseas Students Ombudsman website [www.oso.gov.au](http://www.oso.gov.au) or phone 1300 362 072 for more information.

NOTE: The above procedure must be completed before making any complaint to ASQA.

## **20. Computer Access**

All students are expected to come prepared to class with their own laptops and study materials. JPIC has a computer room where students can type up their assignments; conduct research on the internet to enhance their learning. All students receive a login and password during Orientation. If you experience any difficulties with the computers or with logging in, please advise Reception.

## **21. Contacting Staff**

If you need to contact or meet with a staff member regarding assessments, course progress, complaints and appeals etc. you can make an appointment to meet with them through Reception or with the trainer's permission, you may contact them through their email.

## **22. Course Credit**

Course Credit may be granted to students who are able to demonstrate appropriate prior learning or experience. Course Credit is exemption from enrolment in a particular part of the course as a result of previous study, experience or recognition of competency currently held. Course Credit includes Credit Transfer and Recognition of Prior Learning which are described below. There are some general guidelines regarding Course Credit:

- During the enrolment process students will be asked whether they wish to apply for Credit Transfer or Recognition of Prior Learning. It is imperative that students understand that these options are open to them.
- You may be eligible for course credit and not realise it. Even if you have never formally studied or trained in a particular area, you may have gained knowledge and skills through your education,



training, work and life experience. You could have your existing knowledge and skills formally recognised.

- Where course credit is granted against Units of Competency of a Qualification you are planning to enrol in, the duration in which the student is expected to complete the course will be reflected by a consequent reduction in the course duration.
- Students may also appeal against any Course Credit decisions.
- We will give the student a copy of the Course Credit for their records.
- We will report any reduction of course duration either by indicating a change in the Confirmation of Enrolment or via PRISMS under section 19 of the ESOS Act depending on the timing and granting of Credit Transfer.

### **What is National Recognition?**

We recognise the qualifications that are presented by any student, provided that they are original (or verified) copies from any Australian Registered Training Organisation. National Recognition underpins the Credit Transfer principle.

### **What is Credit Transfer?**

Credit Transfer is a process that provides credit for a unit of competency from another RTO identical to one in which you are currently enrolled. To apply for Credit Transfer, you will need to fill in a Credit Transfer Application form (Form 12) and bring your original Statement of Attainment or Certificate or send certified/verified copies if applying from overseas and you will not be required to undertake the RPL procedure.

Units of competency are defined in Training Packages which are periodically updated, so there can be occasions where a unit of competency that you have completed may not exactly map into the new unit of competency; in these situations, you will be referred to the Recognition of Prior Learning process.

### **What is Recognition of Prior Learning?**

Recognition of Prior Learning, or RPL is an assessment of an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes or standards of entry to, and/or partial or total completion of a qualification. It is the acknowledgement of a person's current skills and knowledge, no matter how, when or where the learning occurred. For cases where the formal learning is through an Australian Registered Training Organisation, the process of Credit Transfer describe above is initiated. RPL is an important assessment pathway, particularly for people who are considering undertaking courses with Registered Training Organisations in Australia. The recognition gained may considerably reduce the study time needed. Your knowledge and skills are assessed against competencies of the qualification you want to achieve.

The following may also be taken into account during your assessment:

- your performance in paid and unpaid work experience,
- results from formal training and education,
- Evidence that required learning and competency outcomes have been achieved during informal learning.

Usually, you will have developed and demonstrated your skills through a combination of your work, learning and life experiences. To have your prior learning recognised, you must be able to show that your

skills are still current and meet today's industry standards. You will need to produce evidence of your skills and knowledge. You will also need to provide contact details of people (third parties) who can confirm your competencies, skills and knowledge. These people might be supervisors or others in your community, who have seen your skills being demonstrated.

We do not offer Course Credit by Recognition of Prior Learning prior to granting of a Visa as often practical demonstrations are required in the assessment process to confirm competency.

## **23. Recognition of Prior Learning Procedure**

There are four steps to receiving recognition of your prior learning.

### **Step One:**

Decide on the learning, work experience and previous training you want recognition for. Then you complete a Recognition of Prior Learning Application Form (Form 19) which can be found on the JPIC website

### **Step Two:**

Upon receipt of the Application Form and fees payable, the Director of Training will appoint a suitable assessor whose function will be to assist the student with their application process and then to assess the evidence provided in relation to the RPL application. The RPL Kit will be issued to the applicant once the fees have been paid.

### **Step Three:**

The qualified assessor will make contact with the student as soon as practicable, but usually within 5 working days, to discuss the application and a meeting will be arranged at a mutually convenient time.

*Think about how you will demonstrate your skills and knowledge for the RPL process.*

### **Step Four:**

The student will be expected to provide evidence and all verified documentation to support the RPL application for the qualification they are enrolled in. The RPL process will consist of a competency conversation between assessor and the student and include observation of practical skills. The assessor will then assess the evidence.

A copy of the student RPL application form and all verified supporting documentation will be placed on the student file. The assessor will provide a written report to the Director of Administration in relation to the assessment of the evidence provided and the outcome as soon as practicable. The Director of Training will write to the student confirming the results of the assessment and if necessary ask for additional evidence to be provided.

Where the Assessor provides the final written confirmation that the evidence is sufficient to determine competency in each of the units of competency for which RPL has been applied for, the Director of Training will grant the RPL and it will be recorded as a "Competent" outcome in the student's file and the student will also be sent a letter confirming the assessment result.

Where the Assessor has determined that there has been insufficient evidence to warrant a “competent” assessment, the student will be notified in writing and information regarding the Assessment Appeal Process will be provided. Students may use our appeal procedure if dissatisfied with the outcome of their RPL applications.

Students wishing to appeal an RPL assessment decision should complete a Complaints and Appeals form (Form 05) and return it to the Director of Training within five days of having been notified of the formal assessment decision. The assessment appeal procedure must be completed within one month of receipt of the Complaints and Appeals form.

If this time elapses and the student has not providing supporting evidence to substantiate the application, an additional application and assessment fee must be paid, if the student wishes to continue with the appeal process.

The Director of Training will appoint an assessor (not being the assessor who undertook the initial assessment) to:

- Make contact with the student to discuss the basis of their appeal
- To review the evidence provided together with any additional evidence which the student is able to provide
- Make a final assessment decision
- Report the final assessment decision in writing to the Director of Training

The Director of Training will update the Records and Student File to record the relevant result against each unit of competency. The CEO will also send a letter to the student confirming the assessment result.

All students applying for RPL will be provided with a Recognition of Prior Learning Feedback form (Form 18). On this form the student will be required to indicate whether they accept or not accept the Course Credit granted. This feedback will be used to review the RPL and Credit Transfer procedures adopted by us.

## **24. Deferring, Suspending or Cancelling Study**

Students are not permitted to postpone commencement or suspend studies except on grounds of illness, (supported by a doctor’s certificate) or other exceptional and/or compassionate conditions beyond the student’s control, such as bereavement. If a student wishes to defer their course commencement, they need to complete and submit an Application to Cancel, Suspend, Withdraw or Discontinue Form (Form 71) to the Director of Administration, informing them of the reasons for deferment or suspension.

If a student defers, suspends or cancels their study, this may affect their visa. The student should contact the DHA for advice before making any decisions. The DHA makes the final decision as to whether the reasons for postponement are acceptable. The DHA may cancel visas if a student is granted leave to go home but does not leave Australia or does not return by the agreed date.

Students may also have their enrolment suspended or cancelled due to misbehaviour which can also be grounds for cancellation of studies.

Students have the right to appeal a decision by JPIC to defer, suspend or cancel their studies and JPIC will not notify DoE/DHA via PRISMs of a change to the enrolment status until the internal complaints and appeals process is completed.

Students applying for deferment or suspension of studies need to complete and submit the appropriate form to the Director of Administration. JPIC will then inform DHA where the application is considered. This must be supported with evidence to JPIC. There is no assurance that an application to defer or suspend studies will be approved.

## 25. Driving a car in Australia

In order to drive in Australia, you must have either an Australian Driver's License or an International Driving Permit. If the International Driving Permit or License is not in English, you must carry a certified translation. Cars drive on the left side of the road in all states of Australia.

Australia has very strict driving laws. When driving, you must always wear your seat belt and ensure that all passengers would also have their seats belts fastened. We also recommend that you do not drink and drive. It is very dangerous and if you are caught by the police, you could lose your driver's license.

Australia also has strict speed limits which all drivers must follow. You must not go over the speed limit. Speeding incurs heavy fines and you may also lose your driving license.

If you are going away for a weekend or during term breaks, remember to always have a map of the area you are travelling to or use a GPS. Before you leave, tell someone where you are going and when you will be back. Always carry plenty of water when going on a long trip. You should also go to a police station before driving, just to check if there are any road rules in Australia that you are not familiar with. Finally, if your car breaks down, stay with your car and do not walk off to find help as this is the preferred advice from State Emergency Services, and staying with your car allows you to have shelter against rain, or Australia's harsh sun.

If renting a car, make sure that the only person who drives is the person who has signed in as the registered driver - otherwise your insurance may not cover you if you meet with an accident. Although, it is not against the law in Australia to drive a car without insurance, however, we strongly recommend that you secure car insurance.

## 26. Emergency Procedures

Study the exit map on the wall of your classroom. If there is a fire:

1. An alarm will ring.
2. Follow your trainer to the allocated EXIT. You have to leave the building quickly, so please leave your books and bags behind.
3. Walk calmly out of the building and refrain from excessive talking.
4. Your trainer or a fire warden will take you to the assembly point. You must go to the assembly point and have your name marked off the Class Roll.

Every 12 months JPIC conducts a fire drill. Do not be alarmed when this happens.

Emergency Telephone Number: Police/Fire Department/Ambulance – dial 000 from landline or mobile.

If you need to contact JPIC after hours in the case of an emergency, please call the CEO of JPIC, Mr Johnson Pearce on 0414 936 116. **Please Note: this mobile number is for emergencies only.**

## **27. Flexible Learning Strategies and Assessment Procedures**

We customise our training/assessments to meet your specific needs. If you are having difficulty achieving competency in any module, please discuss the matter with your trainer and where possible alternative learning/assessment strategies will be provided to you.

## **28. Feedback**

As part of JPIC's promise to provide a fair and equitable learning environment, we welcome feedback from our students as a means of contributing to our commitment to continuous improvement.

Students have a number of opportunities to provide us with feedback, constructive criticism, suggestions for improvement and any issues that arise during their time with JPIC. Student feedback is very important to us as it assists us to understand what we do well and how we can continue to improve our practices so that students have a beneficial and enjoyable learning experience at JPIC.

Suggestion/Feedback form: at the end of each unit, we request anonymous feedback from all students. Surveys and Interviews: we ask students to be as honest as possible when responding to a survey or during interviews. Feedback about our service, facilities etc. will be actioned as much as possible, however anonymous feedback regarding staff members or other students is constrained by the principles of natural justice and we are limited as to the level of action we can take.

Suggestion/Feedback box: there is also a box located at Reception where students and staff can submit any suggestions or feedback to highlight issues and provide constructive suggestions of how we can further improve 'what we do and how we do it'.

At the time of enrolment and induction students are requested to fill in a Student Enrolment and induction Feedback Form (Form 44). This feedback allows us to identify any issues that may have arisen during the enrolment and induction process and make any necessary adjustments.

Students will be provided a Student Course Feedback Summary (Form 56) at the end of their course to provide feedback and any suggestions they may have to improve the delivery of the course content.

At the end of each term Students will be sent an End of Term Student Feedback form (Form 89). This feedback form is an anonymous feedback form and is used to allow students to provide feedback on their trainers in a safe manner.

## **29. First Aid**

If you have injured yourself or are feeling ill during class, please notify your trainer immediately as they are trained in First Aid, or they will refer you to Reception where a trained First Aid Officer will assist you.

Please note that if you are feeling ill prior to class or if you have flu like symptoms, please notify your trainer immediately and do not attend class. If possible, obtain a certificate from a health care professional, this will be added to your student file and any additional catch-up classes can be arranged when you have recovered.

## **30. Accidents/Injuries**

All accidents or injuries that occur on JPIC property, including when on excursions or practical placements must be reported using the Accident and Incident Report form (Form 02) available from Reception or from our website [www.jpic.act.edu.au](http://www.jpic.act.edu.au)

We use these reports as part of our continuous improvement processes to ascertain what happened, how it happened, and how we can ensure it will not happen again.

## **31. Language, Literacy and Numeracy**

All international students must have an IELTS overall score of 5.5. Prior to the commencement of a course, all students are assessed on their Language, Literacy and Numeracy needs and if required, assistance will be provided to support students in these areas. Special LLN classes may be set up if extensive support is needed, however this may cost an additional fee. If your LLN deficiency will clearly inhibit your academic achievement, enrolment may be declined. You will be referred to a more appropriate organisation that can assist in you better. On attaining proficiency, you may then reapply.

## **32. Legislation**

JPIC follows all relevant Commonwealth and State laws as detailed below:

### **Commonwealth of Australia Acts**

- Education Services for Overseas Students Act – 2000 (ESOS Act)
- Education Services for Overseas Students Amendment (Re-registration of Providers and Other Measures) Act 2010.
- The Education Services for Overseas Students Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012
- The Education Services for Overseas Students (Registration Charges) Amendment (Tuition Protection Service) Act 2012
- National Vocational Education and Training Regulator Act 2011
- National Vocational Education and Training (Consequential Amendments) Act 2011
- National Vocational Education and Training Regulator (Transitional Provisions) Act 2011.
- Human Rights and Equal Opportunity Commission Act 1996
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Racial Hatred Act 1995
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Australian Privacy Principles (APPs) 2014
- Work Health and Safety Act 2011
- Work Health and Safety Regulations 2011
- Copyright Act 1968
- Disability Services Act 1986

### 33. Education Services for Overseas Students Act 2000 (ESOS Act)

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code.

These laws are in place to protect overseas students and to uphold high quality standards of education within Australian Education Institutes. For further information please refer to: <https://aei.gov.au/Regulatory-Information/Pages/Information-for-Students.aspx>.

### 34. Your rights

The ESOS framework protects your rights, including:

- The right to receive, before enrolling, current and accurate information about the courses, fees modes of study and other information from your provider and your provider's agent. JPIC does not accept students under the age of 18.
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- Your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.
- Your right to know:
  - How to use your provider's student support services;
  - Who the contact officer or officers are for overseas students;
  - If you can apply for course credit;
  - When your enrolment can be deferred, suspended or cancelled;
  - What your provider's requirements are for satisfactory attendance;
  - What will happen if you want to change providers?

### 35. Your responsibilities

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

- Satisfy your student visa conditions;
- Maintain your Overseas Student Health Cover (OSHC) for the period of your stay;
- Meet the terms of the written agreement with your provider;
- Inform your provider if you change your address or other contact details;
- Maintain satisfactory course progress and attendance including:
  - Undertaking any homework or other tasks set by your teacher;
  - Completing any project work on time;

- Taking assessment in line with the plan presented to you;
- If attendance is recorded for your course, follow your provider's attendance policy; and
- Maintain your approved accommodation, support and general welfare arrangements.
- Maintaining 80% course attendance
- The Student Visa holder is obliged to remain enrolled in a course registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS);
- The Student Visa holder must be financially stable to fund travel, tuition and day-to-day living expenses for themselves, their partner and dependent children for their length of stay in Australia;
- Reasonable course progress must be shown by the Student Visa holder as outlined in JPIC policy;
- Overseas Student Health Cover must be maintained by the Student Visa holder and their family members if any;
- The Student Visa holder has seven days to inform JPIC of their address on arrival, and within seven days of any change of address.

## 36. Library facilities

JPIC has a small library of books for students to borrow for reference material. Canberra has an excellent network of libraries and you can locate a library near you either by asking at Reception or via <http://www.library.act.gov.au/>

## 37. Living in Australia / Canberra

Living in Australia will be a new experience, but there are support services at JPIC as well as from other organisations to help make adjusting to life in Australia easier.

As Australia is the fourth happiest country in the world (Prosperity Index 2012) and we have five of the 30 best cities in the world for students (Top University Rankings 2012), you are sure to enjoy your time here.

To find out more about what it will be like to study in Australia, we recommend that you visit [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au)

## 38. Canberra

Canberra is Australia's capital city. It is one of the cleanest and safest cities in the world with mild weather conditions and four distinct seasons. Canberra's students consistently rate as some of the best educated in Australia and amongst the brightest in the world.

Students in Canberra enjoy a balanced education with opportunities for intellectual, sporting and cultural development. International students are made particularly welcome, with high quality Government education in a safe, friendly and multicultural city.

## 39. Living Costs

Students will be liable for all living costs. As a guide, the estimated the cost of living in Australia around AUD\$21,041.00 per year. Students must be aware that they are to finance these costs in addition to tuition fees and health insurance cover.

Under these regulations, prospective student visa applicants and their family members must have access to the following funds to meet the living costs requirements:

- \$21,041.00 per year for the main student
- \$7,362.00 per year for the student's partner
- \$3,152.00 per year for the student's first child
- \$8,296.00 Annual School costs



## 40. School age dependants

There are requirements for compulsory school attendance for children or dependents of international students. In Australia it is compulsory for children to attend school until the age of 16. The choice of schools includes public schools, private schools and religious schools. People over the age of 16 can continue to attend school until they have completed year 12.

If you are an international student with children there are a number of issues that you must give consideration to prior to bringing your family to Australia, such as childcare and school fees and additional living costs. Unless you are the recipient of an Australian Government scholarship (such as IPRS or AusAID) you will have to cover your child/children's school fees, even if enrolling them in an Australian Government school. The following are approximations of the costs of Government School Education in Australia, per student, per year:

Level	Cost per student per year
Primary (grades K – 6)	A\$11,100
Junior secondary (years 7 – 10)	A\$14,500
Senior secondary (years 11 – 12)	A\$16,200

For further information please visit <https://www.education.act.gov.au/>

## 41. Lost Property / Security

Please do not leave any of your valuables on Campus unattended.

- Keep your bags with you when moving from room to room, particularly during breaks.
- Do not carry large amounts of cash. Always be careful with purses, wallets, cash and credit cards.

JPIC is not responsible for the security of personal belongings.

Any lost property should be handed in to Reception and if you have lost something please check with Reception.

## 42. Medical Centres

Every suburb has a Medical Centre and you can check [www.yellowpages.com.au](http://www.yellowpages.com.au) for the one nearest to you or ask at Reception and our Admin staff will be happy to assist you. The closest one to JPIC is located at 73 Wilkins Street. The telephone number is: 6286 4464

The Canberra Hospital is on the corner of Yamba Drive and Hindmarsh Drive in the Woden area.

## 43. Issuing of Qualification

Vocational education and training is competency based training. Assessments determine whether a student is competent/or not yet competent. Students are issued with a statement listing units of competency or modules undertaken and stating whether competency has been achieved. This official certification document confirms that a qualification has been awarded to an individual. Students who complete all units making up the Training Package course requirements will be issued with an award in the form of a course certificate at the end of their course. The Certificate contains the following information:

- The details of JP International College;
- The Student's Full Name;
- The Course Name and Code and the date the Qualification was achieved;
- A Certificate Number;
- Authorising signatures;

- Nationally Recognised Training (NRT) logo;
- AQF Logo

Students who do not complete courses will be issued with a Statement of Attainment detailing the units/modules where the student has achieved competency. It will only be issued if a learner successfully completes one or more units of competency or modules, but does not meet the requirements for a qualification (as specified in the Training Package). The statement of attainment will list all of the units of competency or modules achieved.

## **44. Re-Issuing of Qualifications and Statements**

Before an Australian Qualifications Framework Certificate or Statement of Attainment can be re-issued, students must provide a letter of request to the Director of Administration stating the date and name of the course and their personal details including date of birth and address. Where necessary, photo ID may be required. The re-issued Qualification or Statement is forwarded to the CEO for signing and sent to the student. A file note stating the re-issue date and the original letter of request will be added to the student's file. All re-issued Qualifications and Statements of attainment will attract a fee unless otherwise decided at the discretion of the CEO.

## **45. Workplace Health & Safety**

The safety of staff, students and other stakeholders is of primary importance to us. JPIC observes all Workplace Health and Safety legislation and copies of the relevant ACT are available from Reception. Trainers incorporate WH&S considerations when planning and delivering training and students are advised of the WH&S requirements of their courses and supervised accordingly.

We ask students and staff to report any breaches of WH&S requirements to the Director of Administration immediately.

## **46. Overseas Student Health Cover (OSHC)**

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

If you are an international student studying in Australia, you must purchase an approved OSHC policy from a registered health benefits organisation - commonly referred to as health funds -- before applying for your visa. You will need to buy OSHC before you come to Australia, to cover you from when you arrive. You will also need to maintain OSHC throughout your stay in Australia.

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You must have health cover for the duration of your enrolment as a condition of your visa requirements. OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia, and will contribute towards the cost of prescription medicines and an ambulance in an emergency. Dental, optical and physiotherapy are not covered. If needed JPIC can arrange OSHC for you, the International Student Enrolment Form (Form 45) contains a section where you can provide JPIC permission to arrange this for you.

OSHC Providers include:

- Medibank Private
- OSHC Worldcare

- BUPA Australia
- AHM

The cost of OSHC depends on how long you will be in Australia and your OSHC provider. If your spouse and/or dependent children accompany you to Australia, you will need to pay a family premium.

## 47. Paying your fees

Fees must be paid by the due date prior to the commencement of the relevant term. Students who are unable to make payments by the due date must speak to the Director of Administration at least one week prior to the due date. For students who do not pay their fees on time and do not contact the Director of Administration to notify them that payment may be delayed, the following process will be implemented:

1. 7 days after the due date, an email reminder will be sent to the student informing them that their fees are now overdue and that they should contact the Director of Administration to discuss and if necessary, set up a payment plan.
2. 14 days overdue, a secondary email is sent informing the student that their fees are overdue and if they do not contact the Director of Administration to discuss, an initial formal warning letter (Form 84) will be sent to them and their access to Moodle will be restricted
3. 21 days overdue, the student is sent the initial warning letter (Form 84) and their Moodle access will be restricted
4. 28 days overdue, a late payment fee of \$250 will be added to the outstanding amount and a second warning letter (Form 85) will be sent to the student informing them, that if they do not contact the college within the next 5 days, a final letter will be sent to them informing them of JPIC's intention to report them to the Department of Home Affairs for breach of student visa conditions.
5. 5 days after the second warning letter is sent with no response from the student, the student will be issued an intention to report for non-payment of fees (Form 83). Whereby, the student will have 20 days to access JPIC's Complaints and Appeals process.

If fees are not paid by the due date, students will not be permitted to re-enrol unless there are exceptional circumstances that are proved by written evidence and submitted seven days before the fee due date. Students with any overdue fees or fines by the assessment start date will not be allowed to sit for assessments.

In addition, students with outstanding fees will have their access to JPIC's Learner Management System (Moodle) limited until an arrangement for payment has been made or the outstanding fees have been paid. Students who have any unpaid fees at the conclusion of their course cannot be awarded any results or certificates until all fees are fully paid.

## 48. Permission to work

International students who have a Student Visa with Permission to Work may work up to 20 hours per week during scheduled class weeks, and full-time during holiday breaks. If you work beyond the required number of hours, DHA may cancel your visa. International students who are granted permission to work should apply to the Australian Taxation Office (ATO) for a Tax File Number (TFN).

## 49. Tax File Number

All workers in Australia need a Tax File Number (TFN). When starting a new job, you need to inform your employer of your TFN by completing a 'Tax File Number Declaration' form. International students pay tax which is automatically deducted from their earnings. For further information please visit the website: [www.ato.gov.au](http://www.ato.gov.au). At the end of each financial year, international students need to submit a tax return to the ATO.

## 50. Printing and Photocopying

Students have access to computers, printers and photocopiers in the Computer Room.

## 51. Privacy

We are committed to protecting the privacy of your personal information. You may access your student records at any time by completing a Release of Information Form (Form 26) and submitting to the Director of Administration. An appointment will be made for you to view your student file; however, you cannot remove these records from JPIC.

JPIC collects personal information solely for the purpose of operating as a Registered Training Organisation under the Australian Skills Quality Authority (ASQA). The requirement of the registering authority may mean the release of the personal information for the purpose of auditing JPIC.

Under the National Privacy Principles, you can access your personal information held by JPIC and you may request correction of information that is incorrect or out of date, by filling in an International Student Change of Details form (Form 86).

Under the Data Provision Requirements 2012, JP International College is required 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 the enrolment form), may be used or disclosed by JP International College for statistical, administrative, regulatory and research purposes. JP International College 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 or 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 all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).

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

## 52. Professional Expectations

JPIC is an adult learning environment and as such students are expected to demonstrate professional behaviour and attitudes during all aspects of their course and to abide by the Student Code of Conduct. The following section outlines student expectations for class attendance and punctuality, laboratory guidelines and electronic communication.

### ***Punctuality***

Punctuality is considered an essential attribute for both study and the workforce and is expected at all classes and placements (where relevant). You must come prepared for all lessons and it is a requirement that you bring your relevant study materials, lap-top, pens and paper to each lesson.

### ***Absent/Late for classes***

A student will be marked absent if they do not attend without a reasonable explanation or come late for any scheduled class. It is the student's responsibility to catch up on notes, keep a check on assessment dates and should they be unwell, nominate a class member to collect handouts on their behalf.

Students must obtain a medical certificate for any class absences.

### ***Communication***

Effective communication is an essential skill for all students, whether interactions are face-to-face or electronically produced. To aid positive communication, the following behaviours should be respected:

#### ***Electronic communication:***

##### ***E-mail***

- Before sending emails, ensure the message is clear and the language is respectful to the recipient(s).
- Only include (cc) people who need to know the information in the email.
- Remember that emails are considered written documentation and can be requested by participants in disputes. Consider what third parties might think of your messages.
- Ensure that you have an email address that is suitable for professional use.

##### ***Social network sites (Facebook, Twitter etc.)***

- Remember that security of social network sites may not protect information posted;
- Avoid posting anything (comments, pictures) that could bring you or JPIC into disrepute if it became public knowledge;
- Consider the consequences and impact on your professional life of posting too much personal information; potential employers may check your social network sites before hiring.

### **Consequences of not respecting these guidelines:**

Failure to adhere to the guidelines for professional behaviour may have consequences for students. These consequences may be that the behaviour is considered a breach of the student code of conduct which may result in a student being asked to leave a class or to exclusion from the course or failure of the course.

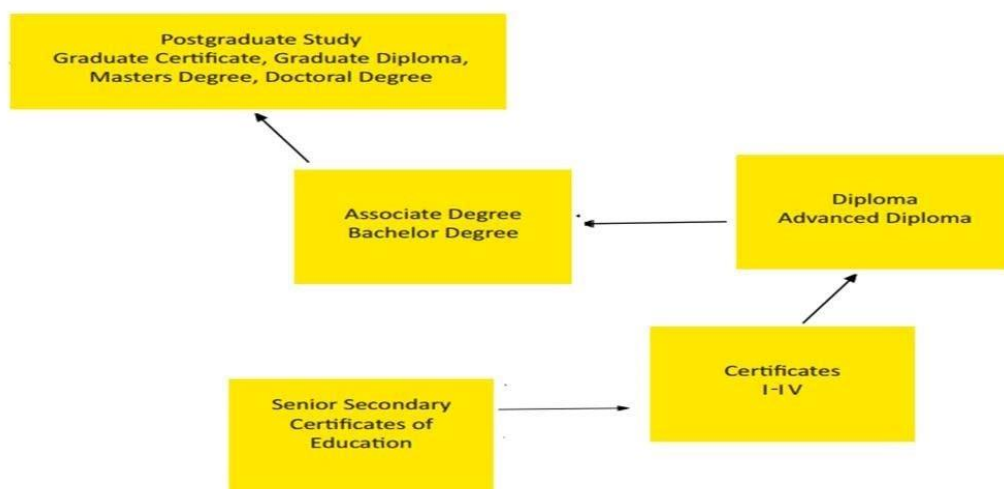
### **Loan Equipment**

In the event where a student requires a piece of equipment to allow them to perform their studies for the day and the college has that equipment available to loan, the student can loan the piece of equipment from JPIC. The student will be required to fill in the Equipment Loan Agreement Form (Form 90) at reception. Please note, all equipment must be collected from and returned to the JPIC reception.

The student is fully responsible for the care of any equipment that they have borrowed and any damage and costs to repair the equipment while under the care of the student will be the responsibility of the student.

## 53. Pathways to further study

JPIC recognises that students have unique learning goals and objectives. As such, we can help you clarify your learning goals and guide you to the various opportunities available to you. If you would like to discuss these opportunities in more details, please call in to Reception where one of our staff will be more than happy to advise you.



## 54. Public Transport and JPIC

JPIC is very close to car-parking and public transport so it's very easy for students to travel to and from class. Check [www.action.act.gov.au](http://www.action.act.gov.au) for the bus times from your suburb to JPIC or ask our administration staff for assistance.

## 55. Reasonable Adjustment

JPIC makes reasonable adjustments to ensure that learners with a disability have the same learning opportunities as learners without a disability. Any adjustments are based on each learner's ability to participate and achieve outcomes.

The Disability Discrimination Act 1992 uses the principle of reasonable adjustment, which is also called reasonable accommodation, to ensure that people with disabilities are treated equally. Please speak to your Trainer or to the Director of Administration for more information about reasonable adjustment.

## 56. Referencing and Plagiarism

Assessments must be your own original work. Assessments must not be copied from another student's work nor should it be copied directly from the internet if access is permitted. If you use another person's ideas, writing or work and do not acknowledge the original source, you are committing plagiarism. Plagiarism is

when you pretend that someone else's work is yours. As a student, you are expected to acknowledge the work of others. If you use the work of other people without it being published or use a ghost-writing service, your assessment submission will be cancelled.

You must reword information that you take from the internet to show that you understand the information. When working as part of a group your ability to communicate and interact with others is critical but the submitted work must be your own. You will be required to resubmit the assessment at an additional marking and assessment cost and you may be asked to leave the course if you are found to have plagiarized your resubmitted assignments.

## 57. Refunds and Course Withdrawals

The JPIC Refund Policy ensures that JPIC operates a fair and equitable process for the management of the collection of fees and for the repayment of fees when a student withdraws.

Refunds will be paid direct to the student. To claim a refund for pre-paid fees, the student must complete a Refund Application Form available from JPIC administration or from the website. We advise students to consult the Refund Policy before withdrawing from a unit/course of study. Speak to the Director of Administration for more information.

The request for refund must be made in writing to the CEO using the Application for refund of course fees form (Form 14) which is available from the website or on request from the Director of Administration. All refunds of pre-paid fees incur a \$250.00 administration fee. The CEO is the person responsible for approval of fee refund applications. All refunds are returned to source of payment with accompanying letter explaining how the refund was calculated.

- Course cancellation/withdrawal after acceptance by JP International College Pty Ltd may occur up to 29 days or more prior to commencement of the course without penalty.
- Course cancellation/withdrawal within 8 – 28 days prior to commencement of the course will receive a refund of 50% of course fees pre-paid.
- Course Cancellation/withdrawal within 1 – 7 days prior to commencement of the course, will receive a refund of 20% of course fees pre-paid.
- **Course Cancellation/withdrawal on or after the commencement of the course**, the student is liable for payment of full-term fees (*where fees have been pre-paid the student will not be granted a refund, where fees have not been pre-paid, the student will be liable to pay full-term fees*)

A student who withdraws after the course commencement owing to unforeseen or exceptional circumstances can apply for a fee refund. If granted, fees will be refunded on a pro-rata basis (based on the number of days remaining in the course) less 20%.

JP International College Pty Ltd defaults if a course does not commence on the designated day or is cancelled. No student will be disadvantaged and a full refund of all course fees will be made if alternative arrangements are made so that the commencement date is more than 14 days from the original commencement date.

Fee refunds will be made 14 days after request for refund/withdrawal has been approved when JP International College Pty Ltd defaults and within 14 days after request for refund/withdrawal has been approved when the student defaults. Our dispute resolution processes do not limit the student's right to pursue other legal remedies. This agreement does not remove the right of either party to take further action under Australia's consumer protection laws for unpaid and overdue fees. The refund policy is subject to review from time to time.

## 58. Smoke Free

JPIC values the health and wellbeing of its staff and students and is committed to providing a smoke-free work and study environment. It is strictly forbidden for Students or staff to smoke on the JPIC premises at any time.

## 59. Student Code of Conduct

The Student Code of Conduct outlines the rights and responsibilities of all students. The Code of Conduct is in place to ensure an atmosphere of respect, understanding, and professionalism for all students. JPIC celebrates diversity and embraces equal opportunity and promotes a supportive adult learning environment.

### Rights

All students have the right to:

- Feel safe and welcome at JPIC;
- Be treated with respect and dignity;
- Privacy (as per the Privacy Act): only information necessary to the core functions of JPIC can be shared without the student's prior consent;
- Be free from bullying and harassment (including sexual harassment) on campus or during any JPIC activity (sponsored or controlled);
- Receive fair and equitable assessment;
- Receive services without discrimination;
- Complain without fear or recrimination;
- Be provided with, and have access to, JPIC policies, procedures and student rights
- Have the right to voice their opinions and thoughts in a respectful manner.

### Responsibilities

In general, it is expected that as a student you will:

- Be responsible for your own study program;
- Treat staff and fellow students respectfully, courteously and with consideration at all times, whilst respecting their privacy and safety;
- Maintain a reasonable standard of grooming, including appropriate standards of personal hygiene and clothing as would be expected in the workplace; **no shorts** or **thongs (Slippers)**
- Respect JPIC property, equipment, resources and facilities;
- Actively participate in the learning process;
- Be punctual to class, as this shows respect for the teacher, your class mates and the college
- Respect the rights of other students and staff to have their own opinions;
- Be open to, and welcoming of, the diversity of students on campus;
- Observe the Smoke Free policy of the university
- Dispose of waste appropriately and thoughtfully.

Sanctions, such as revoking computer privileges, withholding results, and suspension or expulsion from the Institute, may be applied where students fail to conduct themselves in an appropriate manner. For more information regarding the Student Code of Conduct visit: [www.jplic.act.edu.au](http://www.jplic.act.edu.au)



## **Unacceptable and Inappropriate behaviour**

JPIC is committed to promoting an atmosphere of respect, understanding, professionalism, equity and access for all students.

### **Harassment**

Is any form of behaviour that:

- Singles out an individual or group in a manner that is disrespectful and is not asked for,
- Gives unwanted attention to someone or a group in a disrespectful manner,
- Is humiliating, intimidating or offending.
- Focuses on the individuals' race, culture, sexuality, age, gender, religion or on a disability

### **Sexual harassment**

Is illegal and will not be tolerated by JPIC.

### **Bullying** Includes:

- Intimidation
- Physical harm, emotional distress
- Threats/name calling/derogatory comments regarding age, gender, race, religion or sexual orientation
- Failure to acknowledge good work
- Deliberate isolation from groups/information/opportunities
- Undue pressure and impossible deadlines
- Emotional hurt to another person through electronic devices such as email, phone, text message.

## **60. Student Identification (ID) Cards**

Student ID cards will be issued during orientation.

## **61. Student Services / Counselling**

JPIC provides and promotes an environment that protects the health, safety and welfare of all students and staff and includes assistance in locating accommodation, childcare, etc. Being an international student is exciting, but it can also be challenging.

Our Student Services Officer is available to assist you with both academic and personal issues. The Student Services Officer and Director of Administration also offer confidential, information, advice and referrals regarding the following:

- Public Transport
- Accommodation and information on your rights and responsibilities as a tenant
- Resume preparation
- Job search support and workplace rights and responsibilities (remember that international students on Student Visas cannot work more than 20 hours a week)
- Police powers in Australia, and your rights when dealing with police
- Counselling and welfare services – the Student Services Officer or Director of Administration are able to make appointments for these services.

Another service available from this office is information on future careers, or further study after you finish your course at JPIC. Please make an appointment or drop-in to the office. Please be aware that

some courses have early closing dates and pre-requisites so it is important to see us to get your application and pre-requisites organised. Please ask at the reception to see the Student Services Officer.

JPIC also provides adequate and appropriate support services in terms of academic and personal counselling. Students should speak to their Trainer, Student Services Officer or Director of Administration regarding any issue they may be experiencing which is impacting on their study, health or mental health and where necessary they will be referred to the appropriate service for further assistance. All staff at JPIC act as Student Support Officers and are able to refer you to external support providers. JPIC will not charge for any referral to support services.

Below is a directory of support services available to you.

### **Beyond Blue**

The Beyond Blue Support Service provides advice and support via telephone 24/7 (just call 1300 22 4636), daily web chat (between 3pm–12am) and email (with a response provided within 24 hours).

### **ACT Together**

Provides out of home services for children and young people in care and carers.

26 Thynne St, Bruce ACT 1617

(02) 6110 2200

1300 933 678

<https://www.acttogether.org.au/>

### **Department of Social Services**

A confidential national helpline for anyone in Australia who has experienced or been affected by sexual assault, domestic or family violence, and their non-offending supporters.

1800 737 732

<https://www.rape-dvservices.org.au/>

### **Child Abuse Prevention Service**

Provides confidential national crisis line, offering support to parents and carers who feel they may be at risk of harming a child or know a child who may be at risk of harm.

1800 688 009

<https://www.capsau.org/>

### **Mental Health Crisis Assessment and Treatment Team**

Home-based crisis assessment and treatment service. Accepts referrals from the triage assessment service and provides assessment, treatment and support to mental health clients with a moderate to severe condition.

1800 629 354

<https://health.act.gov.au/services/mental-health#aclxrs>

### **Safer Pathways Program**

The Safer Pathways Program provides case management support to men experiencing, escaping and/or recovering from domestic and family violence.

57 Hicks St, Red Hill ACT 2603

(02) 6163 7600

<http://catholiccare.cg.org.au/service/supporting-male-victims-of-domestic-violence-2/>

**ACT Emergency Services Agency**

ACT Emergency Services Agency. 24hr emergency service and pre-hospital care service within the ACT.

9 Amberley Avenue Fairbairn Business Park, Majura ACT 2609

13 22 81

<https://esa.act.gov.au/>

**Emergencies, faults and outages- 24 hours****ActewAGL Generation**

24-hour hotline for electricity, natural gas, water and sewerage emergencies, including hot water repairs and replacement in the ACT.

13 10 93

<https://www.actewagl.com.au/Networks/Emergencies-faults-and-outages.aspx>

**Emergency 000**

Police, Ambulance and Fire Service 24-hour emergency number. Dial and request the appropriate service

Dial 000

**Support Worker/Advice**

Support workers are available if you do not want to go to hospital by yourself or, want help from someone other than a friend or family member or are ever unsure about what to do.

(02) 6247 2525

<http://www.crcc.org.au/need-immediate-help.aspx>

**Actsmart**

Provides a practical approach and personalised education to assist low income households in the ACT in reducing their energy and water bills.

13 22 81

<https://www.actsmart.act.gov.au/>

**Legal Aid Helpline**

Free legal information, referral and advice to anyone in the ACT. Assists with most legal issues including family separation, tenants and landlords, employment, neighbourhood disputes and wills.

2 Allsop St, Canberra ACT 2601

1300 654 314

<http://www.legalaidact.org.au/>

Please contact any staff member at JPIC and we will assist you in any way we can. Don't hesitate.

## 62. Timetable

You will be given a copy of your timetable two (2) weeks prior to starting your course and again during Orientation. Timetables are also displayed on the noticeboards at JPIC.

## 63. Unique Student Identifier (USI)

A national Unique Student Identifier (USI) will be allocated to all students at or before the time of enrolment or as soon as possible after they enrol. If you are unable to apply for a USI or require help in obtaining a USI, JPIC can help you apply for one. Simply fill in an Application for USI form (Form 55) and hand in to reception at the JPIC campus.

## 64. ASQA Survey Dialogue

ASQA will ask questions regarding the college experience of the student whilst enrolled. The questions typically are as follows, though these questions may be varied. The interpretation applied by ASQA is profound and you should **keep this handbook as a reference**. Speak honestly and confidently but be mindful that even one adverse comment may affect our statistical appraisal.

If you have any problems at all at the college, please contact the Director of Administration or any of our staff and we will assist with you any issues you have. We have a formal and informal complaint procedures to help resolve any issues.

## 65. Student Declaration

The following questions to be completed by the student <u>before</u> the commencement of course	Y/N
Q1 The information I received about my course before I enrolled was factual and accurate	
Q2 I knew the name of my training provider before I enrolled	
Q3 Did the RTO offer you any incentives to sign up to the course	
Q4 Did the RTO promise or guarantee you would get a job if you completed the course	
Q5 Was there another organisation different to your training provider involved in the marketing, recruitment or signing you up to this course (for example an Education/Immigration Agent)	
Q6 My training provider gave me advice about how the course would meet my needs before I enrolled/signed up	
Q7 I understood the length of the course, the study requirements and assessment methods before I enrolled	
Q8 My rights and responsibilities as a student were explained to me before I enrolled	
Q9 The payment terms and conditions, including any loan arrangements were clear to me when I enrolled or signed up	
Q10 I was aware of my training providers refund/withdrawal policy when I enrolled or signed up	
Q11 My training provider has asked me if have any special learning needs	
Q12 I have been given information about support services available to me as a student	
Q13 I know I can get help if I have a problem or find the course difficult	
Q14 My training provider supports me to use technology and access the learning resources I need to complete my course	
Q15 I understand how to make a complaint if I am unhappy about my training or support services	

The following questions to be completed by the student during or <u>after</u> completion of course	Y/N
Q1 My trainers are professional and knowledgeable about my course subjects?	
Q2 The amount of training I received is enough to allow me to practice new skills before I am assessed?	
Q3 I have access to good quality learning resources and facilities?	
Q4 Assessment activities are fair and are clearly explained to me?	
Q5 I am given helpful feedback on my assessment tasks?	
Q6 My course is meeting my work, career or study needs?	
Q7 I understand what is required of me to successfully complete my course?	
Q8 I expect to complete my course within the planned study time?	
Q9 I value the training provided by my training provider?	
Q10 I would recommend my training provider to my friends, family and colleagues?	
Q11 Overall, how satisfied are you with the training and support services provided to you by your training provider?	

**Please retain this handbook even after completing your course. ASQA will phone and ask questions that relate to its contents. This handbook is reissued upon graduation to help with the ASQA surveys and you should refer to it while they are on the phone to you.**

*You can decline to participate in the ASQA phone survey, but we would rather you speak with them.*

## DECLARATION

**By signing this Student Handbook, you agree to the following:**

1. I agree that I have read and understood the handbook.
2. I agree to abide by the terms and conditions specified within it.
3. I agree to keep JPIC informed of my current contact details and to inform JPIC immediately of any change in these details.
4. I agree that it is my responsibility to pay the course fee listed, on time. I understand that failure to do so means I will not be allowed to attend class.
5. I agree that the debt will be transferred to JP International College's debt collection agency. ***The full costs will be borne by me.***
6. I agree that I must have a **minimum of study of** at least 36 weeks per calendar year. I also understand that satisfactory course progress must be maintained.
7. I understand that all Assessments must be handed in by the due date.
8. I understand that I must complete my course within the expected duration as specified in the Confirmation of Enrolment (CoE).

Full Name (print) \_\_\_\_\_

Signature \_\_\_\_\_

Date: