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1.0 Registered Training Organisation

Registered training organisations are providers and assessors of nationally recognised training. Only registered training organisations can issue Australian Qualification Framework qualifications.

In order to become registered, training providers must meet the NVR Standards Essential Standards for Registration. This ensures the quality of vocational education and training throughout Australia.

Training organisations must register with their relevant state or territory registration authority to provide nationally recognised training.

JPIC assures the protection of student fees through membership to the Australian TPS Scheme.

2.0 Mission, Philosophy and Vision

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. It offers students from all over the world the opportunity to develop their potential in an educational environment that is warm, friendly, exciting and multicultural and free from discrimination and harassment.

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 Australia's continuing role as a regional leader in education.

3.0 Ethics

JPIC undertakes to act at all times in an ethical manner. All activities of JPIC are carried out honestly, fairly, accurately to give value to our clients. High standards of financial probity, marketing and advertising integrity are always maintained. Program delivery benefits clients through high standards of education and training, up to date methods, quality materials and expert staff.

4.0 Client Services

JPIC is committed to high standards in the provision of vocational education and training and other services to all JPIC clients. JPIC in all of its dealings will meet the requirements of the:

- OH&S Act;
- EEO, Access and Equity and Anti-Discrimination and Harassment Acts;
National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (The National Code 2007) and JPIC Code of Practice;

ESOS Act; and

any other relevant legislation.

4.1 Student Protection through 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 2011.
- 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
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Racial Hatred Act 1995
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act And National Privacy Principles (2001)
- Skilling Australia’s Workforce Bill 2005
- Work Health and Safety Act 2011
- Work Health and Safety Regulations 2011
- Copyright Act 1968
- Disability Services Act 1993

Regulations and Codes


All students may have access to any details concerning legislative requirements, JPIC and course information upon request to management.
Students can access the legislation if desired at:
http://www.austlii.edu.au

4.2 Dissemination of Legislative Information, JPIC and Course Information

Information covering all legislative requirements, JPIC and course details, including Policy documentation is disseminated to all students as both pre and post registration information through the following:

- JPIC Policy Manual
- Student Handbook
- Staff & Student Information Folder (Legislative Requirements)
- Student memos and notices
- Student Meetings
- Student and Staff notice boards
- Mail outs
- JPIC Brochure, Posters
- JPIC Website
- Reception

All students may have access to any details concerning legislative requirements, JPIC and course information upon request to management.

4.3 Critical Incidents

4.3.1 Policy

This Policy relates to critical incidents directly involving staff and/or students on any campus which impact not only on the individual but also on other members of JPIC community. Where a Critical Incident is defined as a traumatic event where: physical safety or life is threatened such as rape, personal assault, an armed robbery, hostage situation, act of violence, accident, natural disaster or suicide.

1.1 Being witness to, or being involved in, a critical incident such as a robbery, act of violence, accident or suicide can affect people. Early appropriate professional intervention following an incident can assist in minimising psychological, physical, educational and social effects and the related human and financial costs to organisations in particular Work-cover.


1.3 JPIC has a responsibility to staff and students in terms of their physical safety and emotional well-being so the optimal learning and employment outcomes can be achieved.

1.4 Co-ordinated, systemic institutional procedures enable rapid, appropriate and comprehensive responses to a critical incident.

Therefore it is the policy of JPIC to ensure optimal educational and employment outcomes for all students, through effective Comprehensive Critical Incident Management, which:
2.1 Enables JPIC community to deal with all stages of critical incidents promptly and professionally in order to prevent the development of post-traumatic stress syndrome or harm to the learning environment.

2.2 Supports pro-active strategies which will help minimise the occurrence of some critical incidents.

2.3 Encourages the early identification of potentially critical incidents within JPIC.

2.4 Ensures critical incidents in the workplace are managed in line with established Quality Management and Occupational Health and Safety objectives and Emergency or Disaster procedures.

2.5 Provides clearly accessible and understood directions for all personnel caught up in a critical incident.

2.6 Assists people to cope with critical incidents by providing appropriate practical and psychological support.

2.7 Provides appropriate assistance to people who may require longer term assistance.

2.8 Ensures ongoing training, support and review for staff

All staff of JPIC will act as an immediate “Point of Contact” for all critical incidents. They will then refer the student to the CEO.

4.4 Access and Equity

Access and equity policies are incorporated into the Code of Practice and all operational procedures. JPIC prohibits discrimination towards any group or individuals in any form, inclusive of

- Gender
- Physical or intellectual or psychiatric disability, or any organism capable of causing disease
- Pregnancy
- Homosexuality (male or female, actual or presumed)
- Race, colour, nationality, ethnic or ethno-religious background
- Age
- Marital status

Programs are designed and wherever possible facilities set up to enhance flexibility of delivery in order to maximize the opportunity for access and participation by all students.

4.5 OH&S

The safety of staff and clients is of primary importance. JPIC observes all Occupational Health and Safety legislation and copies of the relevant Act are available to staff and clients. Trainers incorporate OH&S considerations when planning and delivering training, and students will be advised of the OH&S requirements of their programs and supervised accordingly.
4.6 Catering To Diverse Student Learning Needs

JPIC aims to identify and respond to the learning needs of all students. It is JPIC policy that all trainers are to identify, at the start of training, the learning and assessment needs of their students. This may be accomplished informally through class discussion. Trainers will ask questions that uncover the general English level of the students, understanding of subject concepts and technical skills, previous experience and considerations regarding possible assessment formats. The trainers when formulating their lesson will use this information and assessment plans.

Students should express their views about their learning needs at all stages of their learning experience. JPIC helps students to identify their learning needs through the orientation procedure, Student Feedback Forms, lecturer discussion and an open invitation to approach staff with suggestions at any stage. Again these strategies provide staff with the required student based information for use in designing client training, facilities and services and assessment strategies.

4.7 Communication (Language, Numeracy & Literacy) Support

All courses incorporate competency units, which focus on communication skills. In addition language, literacy and numeric support is accessible to all JPIC students and can be organized on a case-by-case basis during student orientation day. The Director of Studies will organise required communication support.

4.8 Cancellation & Refund Policy

Refund Policy
All refunds are subject to the guidelines outlined in JPIC’s Student Refund Policy below.

Students are strongly advised to consult the Refund Policy before:

- withdrawing from a subject
- withdrawing from a Programme

Please note: JPIC reserves the right to change its fees, conditions, Course times or Course commencement dates.

Refund Policy - Student Default

Student default relates to an overseas student or an intending overseas student if:

1. The Course starts on the agreed start date but the student does not start on the agreed start date and has not previously withdrawn from the Course or advised of visa cancellations in writing within an agreed time period prior to the Course start date or the student cancels or withdraws from the Course either before or after the agreed starting date; zero% refund applies; 80% refund applies if the student cancels 28+ days before the Course starts and 50% refund applies if the student cancels within 28 days before the Course starts. The agreed starting date is the date the Course was scheduled to start or a later date agreed between the College and the student. 100%
refund applies, but not including the enrolment processing fee, if the student visa was refused by DOI.

2. The College will make a refund in Australian Dollars only and within 4 weeks of receiving a written claim by the student in accordance with the Terms and Conditions as outlined on the Application form – this forms the written agreement with the registering student.

3. All refund considerations will be strictly limited to the total of monies which the College has actually received. The refund calculation will not include:

- Registration fee,
- OSHC,
- administration expenses totalling no more than the lesser of $250 or 5% of total Course money received before the default date
- the part of expenses for travel
- bank charges
- accommodation and
- other domestic services that cannot be offset by providing the services to someone else
  - i.e.:
    - the cost of books;
    - equipment and
    - other materials needed for the Course
    - Proportion of Course money received for the proportion of the Course provided to the student before the default date
    - agents’ commission paid either directly by the student or through the College on behalf of the student whether the commission was paid before or after monies were received by the College.

4. The College will make the refund available to either the student or the student’s representative as identified in the application form as per the ESOS Act Regulation 3.19.

5. When students are enrolled in package Courses, in the event of a cancellation or withdrawal, a refund will be granted on the second Course (treated as an independent course) as per the conditions above in point 1, if the student cancels or withdraws after the Course commencement date of the first Course.

6. Course and other fees are not transferable to another student or institution.

7. Personal insurance and student expenses are not included in the fees quoted and are the responsibility of the student.

8. All applications for refund must be made by the student in writing using the JPIC refund application form, and submitted to the Registrar for review.

9. If a student’s transfer to another provider is approved, he or she is subject to the normal refund policy conditions.
Refund Policy - Provider Default

Refunds in situations of Provider Default are covered by the provisions of the ESOS Act 2000 and ESOS Regulations 2001. If the College does not offer a Course on the advertised start date, terminates a Course after the Course start date or before the Course completion date or does not provide a Course as advertised due to sanctions by any authority or does not provide a Course in full,

The College will pay a full refund which equals the total of the Course money the College received in respect of the student before the default day, plus the application fee or arrange for placement with an alternative provider. Such refunds will be made within 2 weeks following the default date.

As a member of ACPET TAS, if the College is unable to fulfil its obligation to complete a Course, the student will be offered a no cost enrolment in another ACPET TAS member College.

Note: Students not satisfied with the calculated refund may use the JPIC Complaints and Appeals procedure and ask for an independent third party to review the calculations. This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws.

In summary, the following guidelines should be noted:

All refunds for international students are required to be paid to an overseas bank account, and students will receive a total refund if:

- the offer of a place is withdrawn by the College
- the course or programme is withdrawn by the College
- the student’s initial visa is not granted

A student, who for any reason withdraws after the commencement of the Programme, is not eligible for a refund.

4.9 Relevant legislation

A range of legislation is applicable to all staff and students. Information on relevant legislation can be found at the following websites:

DOI http://www.immi.gov.au
5.0 JPIC Entry Requirements

5.1 Student English Levels

All delivery, assessment and instruction are carried out in English. The type of English used is simple English.

Therefore, it is an entry requirement that all registering students must have an IELTS of 5.5, or its equivalent – as evidenced upon registration by submitting an IELTS Test Report or other equivalent Form.

During the registration process, student orientation and during tuition staff members will identify any student with a possible English problem – either spoken or written. These students will be referred to the Registrar who will recommend suitable English tuition.

The English provider will issue an eCoE for the student and JPIC will cancel the existing eCoE and issue a new eCoE with a new start and end date. During delivery and assessment trainers will assist students with English whenever possible especially with jargon and technical terms.

5.2 Student Academic and/or Work Experience Levels

It is an entry requirement that all registering students must have completed a minimum of Year 12 or has enough work experience to enable them to handle technical English.

5.3 Student Age & Academic Entry Requirement

Students must be 18 years or older to register for JPIC courses and have completed the equivalent of the Australian HSC or a higher qualification.

5.4 International Students

JPIC is bound by the
(a) the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (C'th), made under the Education Services for Overseas Students Act 2000 (C'th) ("ESOS Act"); and
(b) the Education Services for Overseas Students Amendment (Re-registration of Providers and Other Measures) Act 2011.

when dealing with international students. International students are also expected to abide by all current legislative requirements.

5.5 Department of Industry (DOI)

All international students need to be reminded that DOI will want to see evidence of average course attendance (class roles) - including start and finish dates as well as academic performance (i.e. academic transcripts) for visa maintenance and extensions. As part of the supervision of overseas students on student visas JPIC must notify DOI about student failure to maintain minimum rates of academic progress, attendance or who suspend or cancel their courses.
5.6 Confirmation of Enrolment

JPIC will only create eCoE for overseas students on a student visa and who are studying their primary course at JPIC. That is if the student is applying for a student visa to study a course offered by JPIC. JPIC may issue letters of offer to all intending students.

Academic Course Progress Monitoring Policy and Procedure

6.0 POLICY

6.1 JPIC will systematically monitor students’ course progress. JPIC will be proactive in notifying and counselling students who are at risk of failing to meet course progress requirements. JPIC will report students, under section 19 of the ESOS Act, who have breached the course progress requirements.

6.2 JPIC will assess each student’s progress at the end of each compulsory study period.

At JPIC a Study Period is 10 weeks (term) for all courses that are of six months duration each and 20 weeks (semester) for courses that are of least two semesters in duration.

6.3 An Unsatisfactory Course Progress will be noted when a student has failed, or is deemed Not Yet Competent (NYC) in 50% or more of the units attempted in a study period.

6.4 JPIC will monitor record and assess the course progress of each student for each unit of the course for which the student is enrolled by:

- advising students of the requirements for achieving satisfactory course progress;
- advising students of the process for assessing satisfactory course progress;
- advising students of intervention strategies that will be implemented for students at risk of failing to achieve satisfactory course progress;
- advising students of the process for determining the point at which the student has failed to meet satisfactory course progress; and
- advising students of the procedure for notifying students that they have failed to meet satisfactory course progress requirements.

INTERVENTION STRATEGY

It is JPICs intention to support their students in the completion of their studies, and where required, JPIC will require students to attend mandatory counselling sessions with the Administration Manager.

Such occasions are:

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 the initial assessment for a unit and the subsequent reassessment for that same unit.
3. Where a student has been issued with two warning letters within a term advising them of their risk of not meeting satisfactory attendance requirements.
4. Where a student has been absent without approval for five or more consecutive days.
5. Where other circumstances occur which in the opinion of the Institute the students' satisfactory timely completion of the course of study is in jeopardy.
6. In all of these occasions the student will be contacted in writing to arrange an appointment with the CEO to discuss the reasons that the student has failed to meet the Institute's expectations.
7. The intention of these meetings is to understand the student's reasons and to determine if the College can provide support to the student so that the necessary requirements can be met. The student can bring a support person, if required.
8. In some circumstances, the College may recommend the student contact an external support agency or in other circumstances, the Institute may make other recommendations.

In all case's the details of the meeting, who attended and the agreements and recommendations will be recorded and included in the student file.

6.5 This policy and intervention strategy will be made available to staff and students.

6.6 JPIC will implement the intervention strategy for any student who is at risk of not meeting satisfactory course progress requirements. At a minimum, the intervention strategy must be activated where the student has failed or is deemed not yet competent in 50% or more of the units attempted in any study period.

6.7 This intervention strategy includes provision for:
   • Where appropriate, advising students on the suitability of the course in which they are enrolled;
   • Assisting students by advising them of opportunities for a student to be reassessed for tasks in units or subjects where they have previously been assessed Not Yet Competent (NYC), or demonstrate the necessary competency in areas in which they not previously been able to demonstrate competency; and
   • Advising students that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to DIAC and cancellation of his or her visa, depending of the outcome of any appeals process.

6.8 At the end of each compulsory study period, students will be assessed against this course progress policy. If a student is identified for the first time as not making satisfactory course progress, the intervention strategy as outlined is to be implemented. The intervention strategy must be activated within the first four weeks of the following study period.
6.9 However, if JPIC identifies that a student is at risk of making unsatisfactory course progress before the end of the study period, the trainer/assessor is encouraged to implement the intervention strategy as early as practicable

**Monitoring of students with unsatisfactory course progress during the first study period**

6.10 As an early detection process, printed results from the Student Management System will be provided to the Administration Manager for course progress review:

- Any student with a NYC with a result in 50% or more units of competency will be deemed to be ‘at risk’ and the Admissions/Student Support Manager will contact students via email/telephone/SMS for an informal discussion regarding their course progress
- At the end of each term or study period, printed results from the Student Management System will be provided to the Admissions/Student Support Manager for course progress review. Any student with a NYC result in 50% or more units of competency will be deemed to be ‘at risk’ and will be contacted in writing via a 1st Warning Letter to attend a formal intervention meeting
- Students with ‘at risk’ status may not be allowed to undertake new units of competency until the course progress matter is resolved or addressed through appropriate intervention strategies/procedures

6.11 Students who fail to achieve competence in a majority of units of competence undertaken during a study period will be advised that this lack of academic performance in two consecutive study periods could lead to the student being reported to DOI and DIBP resulting in the cancellation of his or her visa, depending on the outcome of any appeals process.

**Monitoring of students with unsatisfactory course progress during the second consecutive study period**

6.12 During the second consecutive study period, printed results from the Student Management System will be provided to the Admissions/Student Support Manager for course progress review on students identified to be ‘at risk’ during their first study period. Any student with a NYC result in 50% or more units of competency will be contacted via email/telephone/SMS for an informal discussion regarding their course progress

6.13 At the completion of the second study period, printed results from the Student Management System will be provided to the Administration Manager for course progress review on students identified as ‘at risk’ during their first study period. At this stage a 2nd Warning Letter/Notice of Intention to Report will be sent by mail to the students advising that they need to meet with Administration Manager. The purpose of this meeting will be:

- To inform the student of the consequences of not achieving satisfactory course progress in consecutive study periods
- To advise students that they have until the start of the next study period (i.e. until the end of break period between the second and third study periods) to be able to demonstrate competency in a majority of units undertaken during the study period otherwise the college will be obliged to report them to DIBP-DOI
- To remind students of past strategies identified for achieving satisfactory course progress
- To determine any other reasons for the ongoing unsatisfactory course progress

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

**Notice of Intention To Report**

**6.15** The written notice (of intention to report the student for unsatisfactory progress) will inform the student that he or she is able to access JPIC complaints and appeals process and that the student has 20 working days in which to do so. A student may appeal on the following grounds:

- JPIC failure to record or calculate a student's marks accurately;
- Compassionate or compelling circumstances; or
- JPIC has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student

**6.16** Where the student’s appeal is successful, the outcomes may vary according to the findings of the appeals process:

- If the appeal shows that there was an error in calculation and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), JPIC will not report the student and there is no requirement for intervention.
- If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support will be provided to the student through the JPIC intervention strategy, and JPIC will not report the student.

**Reporting of student's breach visa conditions via PRISMS**

**6.17** If the Student chooses not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting the college, the college will notify the Secretary of DEEWR through PRISMS of the Student not achieving satisfactory course progress as soon as practicable. Copies of all outcomes and notifications related the appeal process is kept on the Student’s file in accordance with the college’s Complaints and Appeals Policy and Procedure.

**7.0 OSHC**

All students who are in Australia on student visas are legally required to obtain OSHC – Overseas Student Health Cover. If students are not previously covered by OSHC, JPIC will assist students with regards to OSHC.
7.1 **Students at JPIC with dependent children**

Students with dependants are reminded that all school age children must attend a government approved school for their duration in Australia. Schools charge a variety of fees and the student should make provision for these costs in their financial budgets.

7.2 **Leave Entitlements**

It is recommended that all students attend 100% of class time as this tuition is vital for satisfactory academic results. Hence all student leave is to be restricted to the official JPIC breaks. In cases of exceptional compassionate circumstances beyond the students control e.g. bereavement and sickness provision may be made for leave entitlements.

In cases of bereavement e.g. death in the family, students must provide JPIC with documentation covering the reason for bereavement and evidence of return air fares etc.

Sickness must be evidenced by a doctor’s certificate from a registered practitioner i.e. with a medical provider number on the certificate. All other certificates are not acceptable. JPIC must sight original medical certificates before approving medical leave.

7.3 **Punctuality**

Students should be at JPIC 15 minutes prior to the start of trainers and are to return on time to lectures after lecture breaks. Students not in class when the attendance roll is called will receive partial absences.

7.4 **Preparation**

Students are responsible for their academic progress and should come to class prepared to study. Please bring stationary with you and any texts and references that are required.

7.5 **Change of Provider**

JPIC will not allow a registered student to transfer from JPIC within the first 6 months of their course until JPIC has assessed the student’s request to transfer within this restricted period.

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 students current academic progress indicates that the student can manage the new course

Note that:
1. Students registered into a course which is less than 6 months 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 DOI 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 3rd party at any time.

6. Where JPIC 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.

8.0 Training delivery

8.1 Competency Based Training

All training at JPIC is based on the principles of Competency Based Training. Delivery and assessment will involve students in accomplishing the tasks required to demonstrate competency in any unit and students will be provided with every opportunity to demonstrate that they can carry out required tasks.

8.2 Training Package Requirements

All JPIC courses, delivery and assessment comply with the requirements of the nationally endorsed Training Packages or Accredited Courses. Upon request students may have access to these packages or course outlines and familiarize themselves with all competency unit criteria.

8.3 Professional Staff Recruitment

All JPIC staff is employed on the basis of having the requisite skills, knowledge, experience and attitude for the position. JPIC follows employment legislation and promotes EEO principles in its recruitment practices.

8.4 Guest Trainers

At JPIC we recognize the necessity to maintain industry involvement and for our teaching to be reflective of industry practice and needs. Therefore lectures may incorporate guest trainers from industry or professional association whenever possible.
8.5 Flexible Delivery

JPIC practices the principles of flexible delivery. Programs are designed to maximize the opportunity for access and participation by all students. It is JPIC policy that trainers must adopt a modified lecture approach i.e. a maximum of 50% of tuition time may be lecturer lead explanation and discussion, with the remaining 50% focusing on student lead activities.

At all times learning at JPIC will be:

- Student focused
- Based on dialogue, using current business English
- Practical involving students in hands-on activities
- Current in terms of the information and case studies used
- Applied – not theoretical only

At the start of each delivery unit trainers will identify the delivery needs of the students and adopt a variety of delivery strategies designed to meet these needs.

Delivery alternatives may include: presentations, role play, case studies, demonstrations, excursions, guest lectures, group work, calculations, exercises, journals, projects, observations, computer assisted learning, tutorial style and individualized learning, library use, magazines and newspapers, video and audio-visual

This JPIC is an English emersion learning environment and class discussions are to be conducted in English only.

8.6 Excursions

JPIC encourages relevant activities beyond the classroom. Suggestions for furthering links with outside organisations and sites are always welcome. Students at JPIC may also be required to attend excursions as part of certain units.

8.7 Training Outcomes

All delivery and assessment is geared towards one final outcome only - that is the awarding of a nationally recognized qualification or statement of attainment. Hence delivery and assessment will be conducted according to the competency unit criteria as stipulated in the training package or accredited course.

9.0 Assessment
9.1 Competency Grading

JPIC follows a competency system for grading the results of assessment tasks and final delivery unit results. Delivery unit results will be recorded on all official academic transcripts as either 'C' – competent, 'NYC' – not yet competent or ‘E’ exemption. Early withdrawals from a delivery unit will result in the
recording of an ‘NYC’ whilst non-attempted subjects will be recorded as an ‘NA’ – not assessed. Students have the right to appeal assessment results and should follow the Complaints, Grievance and Appeals Procedure for this situation.

9.2 Industry Committees

JPIC liaises with industry in an effort to confirm that: Current course material and training is reflective of industry needs, instilling skills to meet the employment and skill demands of industry; proposed courses are reflective of future industry and employment growth and that assessment strategies, assess salient points and provide results that are useful to prospective employers

JPIC seeks industry contact through: Industry committees, membership of professional, industry organizations; employment of training staff with local industry skills and experience; contact with Skills Councils; guest trainers; excursions; use of local media – newspaper, magazines, journals etc. in training

9.3 Flexible Assessment

JPIC Assessment policy stipulates that all delivery units must be assessed at the time of delivery. All assessment tasks must be competency based and cover the entire competency units required. Assessment tasks are to be designed to evaluate evidence that a student can demonstrate competency in all relevant subject competencies. Students are provided with every opportunity, within their course duration, to obtain and show competency. Students not able to show competency after the completion of their course will have the opportunity to re-enrol in the course and complete the outstanding subjects.

At the start of each delivery unit trainers will identify the assessment needs of students and program a range of assessment strategies to meet these needs. Such assessment strategies might include: formal exams, demonstrations, presentations, calculations, projects, reports, audio-visual, questions and answers, case studies etc.

9.4 Assessment Moderation

At JPIC assessors are required to moderate all assessment tasks to ensure that the tasks and hence the results are reliable, valid and fair and to ensure that the marking procedures are also fair and valid.

To moderate an assessment task is defined as comparing one assessment task against another, for the same learning outcomes or competency units, to check the: range, coverage, depth, terminology, duration, of questions and answers.

Assessment tasks and results may be moderated by using any of the following strategies:

- Internally moderate against other current assessments tasks and results
- Internally moderate against past assessment tasks and results
- Externally moderate against moderate against standard assessment tasks and suggested answers e.g. in support material
- Moderate against exercises as published in texts and references
9.5 Assessment Recording

The trainer of the delivery unit conducts the assessment and evaluates the student’s academic performance. Academic results are recorded by competency unit on the Student Records and entered onto the Student Records management system.

9.6 Late Submissions

The due date for all assessment tasks will be explained to students at the start of each unit. These dates must also be reproduced on the Assessment Task Cover Sheets.

Students will be permitted to submit assessment tasks at any time during their course. An automatic ‘NYC’ will be awarded to any assessment task not submitted.

9.7 Incomplete Assessment

Students not completing all assessment tasks by the end of a unit will be awarded an ‘NYC’ for that unit and provided every opportunity to submit the outstanding tasks by the end of their course. The ‘NYC’ result will be reconsidered upon the submission of assessment tasks.

9.8 Appeals for Reassessment

All appeals should follow the Complaints, Grievance and Appeals process. Appeals regarding assessments will generally be conducted through an interview first with the trainer and then the Academic Head. A copy of the assessment task under question should be brought to the interview (a copy of all assignments has to be made by students prior to submission).

Students wishing to make an appeal should first make an appointment with the instructor of the subject in question to discuss results and go through tasks. If the matter is not resolved an appointment should be made for an interview with the Academic Head. All appeals are eligible to be heard by an independent party as per the Complaints, Grievance and Appeals process.

9.9 Student Submission of Group Work

In areas where the development of group skills is important students will be allowed the opportunity to submit group assessments as the product of the contribution of all work team members. Instructors should ensure that group work is appropriate for the task that a maximum group size is set and that students list on the covering page each team member’s name with a description of individual contributions.
9.10 Oral Assessments
This assessment takes the form of an assessor observation of interaction, leadership, content, contribution and the planning capabilities of students. The instructor will provide students with a marking scheme before the presentation and a completed marking scheme after the presentation.

10.0 Recognition of Prior Learning (RPL) and Exemptions

10.1 Recognition of Prior Learning

Students may apply for RPL on the basis of previous and or current work experience, life experience or training. Only the supervising trainer as the course academic head may grant RPL status. Students are required to indicate their intention to apply for RPL upon registration and complete the RPL & Exemption Information kit which is available at reception. Students will be informed in writing as to the results of their application and if any further evidence is required.

10.2 Exemptions and National Recognition

Under national recognition JPIC recognises the qualifications issued by other Australian RTOs and will confer an exemption for all previous training resulting in a competent result for the exact same competency units as listed on JPIC course profiles. Only the supervising trainer and the course academic head may grant exemption status. Students are required to indicate their intention to apply for exemption at the time of registration and complete the RPL & Exemption Information Kit. Students will be informed in writing as to the results of their application and any further evidence that may be required.

The granting of RPL will reduce course length. DOI will be notified as to the new course length. Any adjustments to course price due to RPL or exemptions must go through the Registrar only.

11.0 Registration

11.1 Subject and Course Registration

Students must only register for units that are required for their course and for which they have successfully completed all prerequisites. Students wishing to register for any other units must obtain permission from the Academic Head.

11.2 Fast Tracking

Students wishing to graduate before their expected graduation date may do so by fast tracking their course. Registering for more than the required 20 hours of tuition per week or by undertaking studies outside of JPIC and submitting the assessment tasks when ready may accomplish this.

Students should note that JPIC is required to inform DOI once the student has completed their course.
11.3 Course/ Program Information

JPIC provides accurate, relevant, and up-to-date course/program information to students both prior to commencement, upon commencement and during their course. This information is available to students at all times (see dissemination of information) through the:

- Pre-registration information
- Student Handbook
- JPIC and course information sheets available at reception
- Student and Staff Information Folder
- Orientation procedures

11.4 Course Deferment, Cancellations and Exclusions

Deferrals Cancellations and Exclusions

This policy applies to both requests from students and decisions initiated by the management of JP International College regarding deferral, suspension or cancellation of enrolment. It covers the grounds on which a student’s enrolment may be deferred, suspended or cancelled, the evidence that may be required to justify such a decision, and the procedures for informing students of decisions and appeal processes open to them and for reporting changes in enrolment status to DOI.

Deferral of studies by international students, are permitted only in compassionate or compelling circumstances such as serious illness or bereavement. Students will be required to provide evidence of the compassionate or compelling circumstances. The maximum period of deferral or suspension is two terms (six months).

Academic misconduct

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

General misconduct

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

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

JP International College will report all criminal acts committed by its students to the relevant authorities.
The CEO, JP International College may impose the penalty of expulsion from JP International College in the case of physical or verbal abuse of students or staff of JP International College, repeated or severe misconduct, or criminal acts.

Notification and appeal

1. Students must be notified in writing of penalties as a consequence of either general or academic misconduct;
2. The grounds for appeal are:
   ○ procedural irregularities, and/or
   ○ factual errors on which the decision was based and which were of such magnitude as to invalidate the decision;
3. Appeals must be lodged in writing with the CEO within 20 days of the date of the student being notified of the consequence. The process will commence within 10 working days of the date of receipt of the student’s appeal. Enrolment will not be suspended or cancelled until the internal appeals process is exhausted, unless extenuating circumstances apply.

Roles and responsibilities

Administration Staff:

1) To receive requests for deferral or suspension of enrolment and appeals against decisions to suspend or cancel enrolment from students or agents and forward them to the CEO;
2) To place completed forms and other relevant documents on student files.

CEO:

1) To assess requests from students for deferral or suspension of enrolment and evaluate the evidence presented in support of such requests;
2) To decide on the imposition of suspension or cancellation of enrolment as a punitive or security measure;
3) To evaluate appeals against decisions on deferral or suspension of enrolment;
4) To notify DOI via PRISMS of deferrals, suspensions or cancellations of enrolment;

Procedure

Student request for deferral or suspension of enrolment

1. Student submits a written request for deferral or suspension, and supporting evidence, to Administration Staff;
2. Administration Staff record receipt of request and forward to CEO;
3. CEO assesses request and evaluates supporting evidence presented;
4. CEO records decision on student diary in database;
5. CEO notifies DOI via PRISMS if request is granted;
6. CEO informs student of decision and of their right to access JP International College Complaints and Appeals Process if request is refused;

7. Upon return to class, student provides any further supporting evidence requested by CEO and consults Course coordinator regarding units missed and measures to be taken to make up for missed training and assessment;

8. Head trainer advises student and CEO if extension of course will be required.

**Procedure**

Suspension or cancellation of enrolment initiated by JP International College

1. Trainer or other staff member reports student misconduct to CEO;

2. CEO decides on appropriate disciplinary action;

3. CEO informs student of intended action and of their right to access JP International College Complaints and Appeals Process;

4. If student chooses not to access JP International College Complaints and Appeals Process, outcome of process supports original JP International College decision, or ‘extenuating circumstances relating to the welfare of the student’ are deemed to apply, CEO implements decision via PRISMS;

5. Administration Staff place hard copy of PRISMS page, Complaint Form and other relevant documents on student file.

**11.5 Registration on Behalf of Other Students**

All students must register in person. This is to sight check all registered students at JPIC and to provide appropriate academic counselling.

**11.6 Change of Course and Subject Registration**

Students wishing to change subject registration can do so only in the first week after subject commencement. Students should see reception for an Office Request Form and consult with the Registrar. Trainers must make available to the students all notes, class exercises and assessment tasks the student has missed. However it is the responsibility of the student to submit any outstanding assessments by the end of the subject.

**12.0 Orientation**

**12.1 Student Orientation**

All starting students will be taken through a JPIC orientation conducted by a member of JPIC staff. It is essential for students to attend this session to understand JPIC’s academic system and familiarise themselves with JPIC facilities and services.

Students must bring their passport and a passport size photograph at this time in order to make their student card. During orientation all queries regarding course structure and timetables will be answered.
12.2 First Day of Class

On the first day of class trainers will:

- Call out the attendance roll and check the names, student number and registration of each student
- Ask students to sign the Student Subject Outline Acknowledgement Sheet
- Direct all students not on the roll to the Registrar
- Ascertain, through discussion, the learning and assessment needs of the students.
- Explain the attendance and results recording procedure to be used
- Identify possible English problems and refer to the Registrar
- Provide each student with a Subject Outline (includes subject aim, learning outcomes, delivery and assessment strategies, resources) and explain the outline to the students
- Start training

12.3 Structure of Orientation Proceedings

- Students issued with another copy of Student Handbook
- Students asked to provide 2 passport sized photos and passport
- Students discuss JPIC and course information
- Students registered into classes
- Students asked to sign Student Induction Form
- Tour of JPIC
- Students are informed of the complaint and appeals process
- Students are guided through the support facilities in the local area by reference to the Student manual and other promotional materials.

12.4 Academic and Vocational Support

JPIC is committed to help students to achieve their training goals and making their learning experience enjoyable. If a student has difficulty in learning in the class due to deficiency in English language, literacy or numeracy skills, they should contact the Registrar.

The Director will give information to the student about ELICOS centres that can provide them with language, literacy and numeracy assistance to support their learning and assessment.

If a student has difficulty in learning in the class due to reasons other than English language or literacy and numeracy skills and is unable to meet course requirements, he/she should see their Instructor before or after the class. JPIC teaching staff will help them and provide them information on services such as:

- supervised study groups
- tutorial support assistance

If students have any concerns about their visa condition relating to course progress and/or attendance, they are encouraged to discuss the matter with the Director who may refer them to services designed to assist students in meeting course requirements and maintaining their attendance.
Clients may receive academic or vocational counselling from the Director, instructors or other qualified staff. Instructors will monitor student progress and provide counselling or support as appropriate, and where needed refer the student to the Director, depending on the nature of the problem.

Students should contact the College Director Mr Johnson Pearce on 02 6286 8328 to arrange an appointment.

JPIC will not charge students for its support services; however students need to be aware of the fees and charges associated with the provision of support services by others.

### 12.5 Personal Counselling

Students experiencing distress or discomfort are invited to talk to whichever staff member they feel comfortable with. Where necessary the Director will assist the student to access external professional assistance. All staff will treat clients with courtesy and empathy at all times.

JPIC will not charge students for its support services; however students need to be aware of the fees and charges associated with the provision of support services by others.

Counselling services available in the local area is:

**Relationships Australia, 15 Napier Close. DEAKIN, Tel. no. (02) 6122 7100**

### 12.6 Legal Assistance

Students requiring legal assistance should contact [Legal Aid ACT, 5 Allsop Street, Canberra City 2601 Tel. no. 1300 654 314, after hours ring 0429 440 084](#).

### 12.7 Client Input and Feedback

All students at JPIC are encouraged to provide continual client input and feedback. This input and feedback may be provided either informally through conversation, observation or suggestion or formally through interviews and surveys. JPIC will attempt, whenever and wherever possible, to incorporate feedback in planning and development.

Trainer and student surveys will be distributed at the conclusion of each term and a suggestion box available at all times at reception. Students are welcome to make appointments with staff members to discuss issues personally.

A student Commencement Evaluation, covering your initial experiences will be circulated within three (3) months of your commencement at the Institute.

JPICs is able to determine and process a student transfer request assessment by a policy and procedure, which is available to staff and students. The policy specifies:
• the circumstances in which a transfer will be granted;
• the circumstances that JPIC considers as providing reasonable grounds for refusing the student’s request, including when a transfer can be considered detrimental to the student, and
• a reasonable timeframe for assessing and replying to the student’s transfer request having regard to the restricted period.

13.0 Records Management

13.1 Records

JPIC maintains electronic and manual files covering all administrative, student information. Files are stored for the legislated period of time and electronic files are backed up regularly.

Student File Contains:

• Application documents
• Acceptance and enrolment documents
• Immigration documents
• All correspondence with or concerning students
• Memos or file notes regarding the student

JPIC ensures through its Records Management Policy the:

• Security and Confidentiality of all records
• Archiving of all records
• Copies of issued academic records
• Copies of issued attendance records
• Copies of other certificates or awards attained
• Completed assessment tasks
• External Reporting
• Access of records by clients

13.2 Security and Confidentiality

Student Records – information concerning contact details, financial status, academic status, attendance status, registration details, identification details, evaluations, feedback, surveys, counselling, warning and reporting documentation, payment schedules, sickness, leave.

• Each student has a unique student number
• Staff can only access electronic files by unique access codes which have been provided on a need to know basis
• Each student is supplied with a unique student card
• Student details are only distributed externally to regulatory agencies on formal request and not without JPIC making every attempt to contact the student first
• cards are non-transferable
• No student details are ever to be given out to other students, agents, businesses etc.
• Students can only register for JPIC, courses, attendance, results and documentation in person

• Student files are maintained electronically and manually as files. All electronic and manual files are accessible by management only.

• Students requesting access to personal information must complete an Office Request Form which will be submitted to the appropriate management representative for processing

• Student information made available will be handed to the student personally

Use of Personal Information

Please recognise that the information provided by the student to the JPIC, including:

- Student details e.g. personal and contact details,
- Course enrolment details and changes,
- Attendance; academic etc.

will be made available to Commonwealth and State agencies and the Fund Manager of the ESOS Assurance Fund, pursuant to obligations under the ESOS Act 2000 and the National Code.

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

13.3 Access to Records by Students

Students have access to personal records on request by completing an office Request Form. In all cases JPIC will protect the privacy of all client information.

13.4 Change of Student Contact Details

At the start of your course, you are required to advise the College of your residential address and telephone number and of any subsequent changes to your residential address. This is extremely important. The College may send warning notices to you which are aimed at helping maintain satisfactory academic progress to prevent breaches of your visa conditions. It is your responsibility and in your own interests to ensure that you always update your address details at the College to ensure you receive important information about your course, fees and possible breaches of your student visa.

The College fees invoice which is sent to you every three months also asks you to ensure that your address has been updated. You will need to fill in the "Change of address form" available at Reception.

13.5 Student Results Recording

Students’ results will be recorded on the Student Results Recording Sheet. Results are to be entered at competency unit level. At the conclusion of each subject trainers will calculate a final assessment and
record the final assessment in the appropriate column. These sheets are to be submitted to the Registrar at the conclusion of the subject for entry into the student database and filing.

Interim transcripts may be provided upon request. Final transcripts will be provided at the conclusion of the course.

### 13.6 Class Rolls and Attendance

**Recording**

Student attendance will be recorded daily on the Class Attendance Rolls. These rolls are legal documents and as such are never to be handled by students, left anywhere other than the staff room or removed from JPIC premises for any reason. In the case of excursions trainers will still record attendance on blank rolls. Attendance will be recorded for each student listed on the class roll for every class. The roll will be called by the trainer within the first and last 10 minutes of class time. The only notations that are to be entered onto class rolls are:

- Official leave dates
- Sick certificates
- Subject changes
- Course changes

### 14.0 Warning and Reporting

It is the policy of JPIC to warn and subsequently report all students who do not comply with their Student Visa academic progress requirements.

As soon student academic progress falls below 80% of completed duration (study period) that may result in the student being unable to obtain a minimum of 80% course progress or falls below 80%, JPIC will notify the student in writing of its intention to consider activation of the student intervention strategy.

Students who do not comply with all of JPIC terms and conditions of registration including the non or late payment of JPIC fees will also receive a warning notification and if the offending behaviour continues will be subject to possible expulsion. In the case of expulsion for a student visa holder – the situation will be reported to DIBP via PRISMS immediately.

### 15.0 Complaint and Appeals Policy

JPIC has developed a comprehensive Complaints and Appeals policies and procedures for both academic and non-academic matters. Students who are concerned about the conduct of JPIC are encouraged to attempt to resolve their concerns using this complaint procedure. All prospective students will be provided with a copy of the Complaints and Appeals Procedure document before making a contract to enrol and again at course commencement.
Internal Complaints and Appeals policy and procedures

JPIC provides complaints and appeals policy and procedures for both Academic and Non-Academic matters. These policies and procedures ensure that:

A process is in place for lodging a formal complaint or appeal if the matter cannot be resolved informally, then written records of the complaint and any subsequent appeal are kept.

Our Complaint and appeal process will ensure that:

1. Each complainant or appellant has the opportunity to formally present his or her case, at minimal or no cost to him or herself;
2. Each party may be accompanied and assisted by a support person at any relevant meetings;
3. The complainant or appellant is given a written statement of the outcome, including details of the reasons for the outcomes;
4. The process commences within 10 working days of the formal lodgement of the complaint or appeal and supporting information and all reasonable measures will be taken to finalise the process as soon as practicable.
5. We resolve the complaint as fast as practical to ensure that the issue does not interfere with the students studies, visa related issues or any other relevant matters.

Overseas students should also be aware that they may contact the Chief Executive (of the Department of Education, Training) if they are concerned about the conduct of the registered provider; and the Chief Executive may, under part 2, division 2 of the Education (Overseas Students) Act 1996, suspend or cancel the registration of a provider or course; and the dispute resolution process described in the policy does not prevent an overseas student from exercising the student’s right to other legal remedies.

Arbitration or Litigation

It is a condition precedent to the right of either party to commence arbitration or litigation other than for interlocutory relief that it has first offered to submit the dispute to mediation.

COMPLAINTS TO THE REGULATOR

If you intend to make a complaint, you must first follow JPIC’s internal complaints and appeals procedure.

If, after following the internal procedures, the complainant wishes to make an official complaint the regulator, they can complete the Complaint about a training organisation operating under ASQA's jurisdiction form provided by the Australian Skills Quality Authority (ASQA) on their website http://www.asqa.gov.au/complaints/making-a-complaint.html.

Please note, for all academic matters the class Teacher should be the first point of contact. For non-academic matters, students are encouraged to meet with the Director to discuss any issues. All disputes or complaints will be handled professionally and confidentially in order to achieve a satisfactory resolution.
Access to external review
JPIC provides complaints and appeals policies and procedures for Academic and Non-Academic matters which also ensures’ that students can escalate the complaint or appeal for review by an independent person or panel to review.

All overseas students enrolled in a VET, ELICOS or Higher Education course
Overseas students who wish to lodge an external appeal or complaint against the outcome of the member's internal grievance process can contact the Overseas Students Ombudsman. For contact details and information please see www.oso.gov.au/making-a-complaint/

If the Student is still not satisfied with the resolution of the complaint or appeal, the “National Complaints Code” directs them to seek further assistance from DOI, whose details are listed below.

DOI http://www.immi.gov.au

Alternatively the participant can contact the National Complaints Hotline on 1800 000 674.

Guarantee of continued enrolment during appeal and review process
JPIC will continue and maintain your enrolment while the complaints and appeals processes are ongoing.

Implementation of complaint outcomes
If the outcome of any internal or external complaint or appeal process results in a decision supporting the student, JPIC resolves to immediately implement any decision and/or corrective and preventative action required, and advise the student of the outcome in writing.

All appeals and complaints are reviewed at our monthly management meetings and, if appropriate, will result in a continuous improvements activity.

16.0 JPIC Resources
JPIC maintains suitable and up to date premises and equipment, which comply with all relevant government regulations and are kept in good order and upgraded as necessary. JPIC maintains administration and training facilities and equipment so as to ensure smooth and effective operations. Facilities and equipment are set up, cleaned and maintained regularly to provide a pleasant and efficient working environment. Records of premises and equipment are kept for financial and maintenance purposes. Staff and students have access to necessary instructional and assessment facilities, materials and equipment.

Training facilities have:

- Accessible amenities such as toilets and drink stations
- Adequate acoustics without disturbance from external noise
- Flexible layout options appropriate to room size, shape and furniture
- Pleasing aesthetics
- Adequate lighting for normal viewing, writing and reading, without glare, brightness or distractions
- Adequate ventilation and heating/cooling sufficient to maintain a suitable temperature for work and study
- Sufficient power points placed appropriately
- Suitable audio visual and presentation equipment
- Clear sight and hearing from all points and to the point of presentation
- Suitable tools and equipment set up safely and securely
- Tables that have appropriate space for writing and training activities
- Comfortable, ergonomic chairs, designed for use over a sustained period
- Student Library
- Computer and internet access

Students can also display personal advertisements and messages on the notice boards.

16.1 Computers and the Internet

JPIC has computers with network connection with printing and scanning devices. The students will have to supply their own saving device (USB Port).

Students are given unlimited access to computer and Internet facilities for educational and study purposes only. Student printing facilities are available.

*However, it is advisable for students to have their own laptops to keeps their assignments safe and to be in contact with their facilitators.*

16.2 JPIC Building Security System and Smoke Alarms

All rooms on campus are fitted with smoke alarms and have the emergency exit procedures displayed on the walls. In the case of an emergency student are requested to remain calm and follow staff instructions.

Students should familiarise themselves with the Emergency Procedures as posted on the student notice board.
EMERGENCY EVACUATION AND FIRE

STAFF

Evacuation of Buildings

FIRE/SMOKE OR IMMEDIATE EMERGENCY CONDITIONS

Fire Evacuation Procedure

- Evacuation will be initiated by activation of the Evacuate Signal that is audible in all sections of the building or at the discretion of a member of JPIC if they consider there is any danger to personnel in their immediate vicinity.

- Staff members shall evacuate all persons in immediate control, beginning with those furthest from the designated fire exits.

- Where lectures or laboratories are being conducted, the person conducting (or nominally in charge of) these shall, upon receiving instructions to evacuate, conduct their students out the designated fire exit.

- Do not use the lifts unless you are directed to by Emergency Personnel.

- If there are any mobility-impaired persons in the building, it is the responsibility of the staff members to assist them if necessary.

- During evacuation, doors shall be kept closed, but not locked, to retard the spread of smoke and fire. This is particularly important with respect to corridor smoke doors.

- Staff members shall convey the order to evacuate as firmly as necessary to ensure compliance.

- Following evacuation, each staff member shall post volunteers near building entrances to prevent re-entry by unauthorised persons. Staff Members shall then report to the CEO/Director or the most senior staff member for further instructions.

- After leaving the building, assemble outside the front door on the opposite side of the road to the building. Do not re-enter the building until clearance is given.

- Do not leave the assembly area without informing your respective staff member - Emergency Services personnel will risk their lives if it is thought you are still in the building.

Evacuation Drills

Evacuation drills will be conducted at least once a year. These will not necessarily be fire drills; other types (e.g. bomb threat) will be used on some occasions. Advanced notice will be given, and all persons present in the building will be expected to participate.

Special Instructions for Staff

Staff should make themselves aware, each semester, where the nearest Fire Exit is located for each classroom in which they hold a class.

If a fire or smoke or other imminent emergency condition exists while a staff is conducting class, staff should direct the students to the nearest Fire Exit, assuring that all students have evacuated before following.
EMERGENCY EVACUATION AND FIRE

STUDENTS

Evacuation of Buildings

FIRE/SMOKE OR IMMEDIATE EMERGENCY CONDITIONS

All students are to follow three primary safety principles during any emergency:
Follow the instructions of Public Safety and Fire or Police Department personnel and JPIC staff

DO NOT PANIC

If an emergency condition arises here is what to do:

- When you hear the fire bell
- Don’t panic
- Listen for a warning that the alarm may only be a test
- If requested to evacuate remain calm and proceed with orderly evacuation
- Follow JPIC staff to the exit signs and use the Fire Exit stairwells only
- Go to the designated safety area and wait with staff and students
- Your trainer will check your name against the class roll
- Do not return to fire/smoke floor until instructed to do so.
16.3 Equipment

Equipment is available for JPIC purposes only by both staff and students. Please ensure that you use all equipment safely and follow OH&S procedures at all times. Get help if there is a problem.

16.4 Texts and References

JPIC has available the texts and references that are required by students for study purposes. The student text list will be provided to students for purchase. Further students may also make use of JPIC facilities for study purposes and Trainers may take students to outside libraries and organise a library representative to explain membership and research techniques.

17.0 Issuance of Qualifications

On completion of a course students will be issued with the appropriate certification. On completion of delivery units trainers will submit results to the Registrar for entry into JPIC data management system. On completion, at competent level, of all subjects within the appropriate course, students will be eligible to receive qualifications.

Upon exit, if students do not complete all required subjects at competent level they will not be eligible to receive a qualification. They will, however be eligible to receive a Statement of Attainment for their course.

All qualifications and statements of attainment issued will be issued without alteration or erasure and be identified by as unique number – printed on the qualification or statement. JPIC will maintain a record of all qualifications issued for a period of 30 years.

17.1 Secondary Courses

JPIC will register student visa students who are doing their primary course, secondary course or both at JPIC. It is the responsibility of the student to maintain all, of their student visa conditions with regards to their primary provider. If a student does not fulfil the requirements of the primary provider and has their visa cancelled and is subsequently unable to continue their secondary course for this or any other reason) JPIC will apply JPIC cancellation and refund policy with regards to student default.

18.0 Course Completions

Students must complete, at competent level, all subjects that comprise a course at JPIC. Both core and elective competency units have been preselected to maximize vocational outcomes and to this end JPIC may have included bonus units at no extra cost to the student.
18.1 Rules Ensuring Comfort & Convenience

As JPIC is a place for training and learning certain rules apply, during the conduct of courses, for the convenience and comfort of all students and staff. Compliance with rules is a condition of entry to JPIC.

18.1.1 Alcohol

Alcohol is NOT permitted on JPIC premises. It being an educational Institution, the influence of alcohol spoils the learning environment of the Institution.

18.1.2 Smoking

JPIC is a NON SMOKING workplace and we ask for your assistance not to smoke on JPIC premises or within the building.

18.1.3 Chewing Gum

The chewing of gum is NOT allowed on the premises, as all of classrooms and hallways have carpets.

18.1.4 Drugs

You must NOT bring drugs to JPIC. Anybody found doing any sort of dealing with the drugs will be expelled from the Institution and will be reported to the police.

18.1.5 Spitting

Spitting is NOT allowed in public places in Australia. It is against the law and you can be fined if you are caught spitting.

18.1.6 Firearms and Knives

It is against the law in the ACT to carry firearms or knives at the public places. You must NOT bring any firearms, knives or any kind of weapons to JPIC. Anybody found with any sort of weapons will be expelled from the Institution and will be reported to the police.

18.1.7 Dress

Dress should be neat and tidy, giving a professional look to students. Thongs or any clothing considered by management to be offensive will not be allowed.

18.1.8 Mobile Phones

All mobile phones should be switched off during class or any seminar. You can use the mobile phones out of class sessions, during the breaks and in the common room.
18.1.9 Food and Drink

No Food or Drink is allowed in the classrooms, computer labs, hallways, stairways and lifts. You can use the common room for eating and drinking.

18.1.10 Litter

Please use the rubbish bins provided for the litter.

18.1.11 Other Important Tips

Never leave your belongings unattended. In case anything is lost, check at Reception and in the student room. Keep JPIC premises clean and do not write anything on the walls or on the desks. Student must leave JPIC premises in neat and tidy condition.

19.0 Introducing Canberra

When Australia’s separate colonies were federated in 1901 and became states, the decision to build a national capital was written into the constitution. In 1908 the site was selected – diplomatically situated between arch-rivals Sydney and Melbourne – and in 1911 the Commonwealth government created the Federal Capital Territory. American architect Walter Burley Griffin then beat 136 other entries to win an international competition to design the city. When the foundation stones of the new capital were being laid on 12 March 1913, the city was officially baptised ‘Canberra’, a name derived from ‘Kamberra’, believed to be an Aboriginal term for ‘meeting place’. Canberra took over from Melbourne as the seat of national government in 1927 and its land holdings were renamed the Australian Capital Territory in 1938.

19.1 Canberra’s Weather

Summer days across Canberra and the ACT range from comfortably warm to uncomfortably hot, though the temperature doesn’t often get to 40ºC. Winter days are cool and sometimes gloriously sunny, with little wind, and often start with early morning frost and fog. Winter nights hover around 0ºC during July. Canberra gets a lot of sunshine and receives an annual average rainfall of 630mm, most of it falling in the west. Snow in the city is rare, making fleeting appearances twice a year at most, but is more common in the ranges of Namadgi National Park.

18.2 Cultural Overview

Canberra has developed a culture that sees its inhabitants loving the outdoors, amid lakeside parks, green hills and patches of naturally ragged bushland that lie in and around the suburbs. When the locals aren’t admiring the autumnal leaves on the millions of trees, the blooming colours of spring or the depths of a waterhole on a hot summer’s day, they take a dip in Canberra’s array of museums and galleries or satisfy their appetites in one of the city’s many restaurants, cafes and bars. Being a planned city, the centre of politics in Australia and home to many of the country’s most important buildings, it’s a unique and fascinating place, with countless attractions for visitors to explore.

19.3 Student Employment

Students intending to work in Australia must apply for a permission to work visa. Students can only apply once they have commenced their studies. Obtaining a work visa will allow students to work up to 20 hours
per week during trimester and full-time during university breaks. Students are advised that part-time work may distract them from their studies and they should not rely on their earnings to pay tuition fees or other living expenses.

19.4 Telephone, Internet and Post

The cheapest way to phone overseas is using a phone card. These are available at newsagents and convenience stores. Different phone cards will have different rates. You will need to compare different cards to see which is the cheapest for your country. If you would like a mobile phone, packages start from around AUD$15 a month plus call costs for a two year contract. You can also buy a pre-paid mobile phone for about AUD$100.

To post a letter overseas the cost is between $1.10 and $2.60 through Australia Post. Parcels and freight are a lot more expensive and the cost will depend on how much you are sending and where it is going to.

19.5 Emergency Support Services

Police, Fire, Ambulance 000

Poisons Information Centre (24 hours) 131126

Telephone Interpreter Service (TIS) 131450

19.6 International calls

0011 + country code + area code + number (country codes may be found in the telephone directory).

0012 + country code + area code + number (to find out the cost of the call immediately afterwards)

19.7 Banking

There are many different types of bank accounts. Ask about the different types of accounts before you decide which one you would like to open. A Savings Account is probably the most suitable account for students. When you open an account you will normally receive an ATM Card allowing you to withdraw money after hours. Many shops in Australia will not accept cheques but most will take credit cards. An ATM Card cannot be used for credit but it can be used in some supermarkets to pay for the bill (as long as there is money in your account) and it can be used to withdraw money from the machine (ATM) you find outside banks.

19.8 School Aged Dependent Children

Students are advised that any school aged dependants accompanying them will be required to pay full fees if they are enrolled in either a government or non-government school.

19.9 Public Hospital

The nearest public hospital to the college is Canberra Hospital on the corner of Yamba Drive and Hindmarsh Drive in the Woden area.
20.0 Medical Centres

Every area has a Medical Centre; please check the Yellow pages for one nearest to you. In the Mawson area there is one located at 73 Wilkins Street.

Tel. no. 62864464

Should you require medical attention and the local Medical Centre is closed it is advisable to go directly to the Canberra Hospital on the corner of Yamba Drive and Hindmarsh Drive in the Woden area.

20.1 Public Transport

Canberra has a very good public transport system, enquire at the Bus Terminal for latest time-table.

20.2 Rent or Share Accommodation

Students have the option to rent their own accommodation or live in a shared accommodation with other people or students. There are plenty of choices in share accommodation and the price range is anywhere from AD$150.00 per week upwards.

Alternatively JPIC has an approved AHN (Australian Homestay Network) to provide services of finding suitable accommodation for students with screened families, please visit their website to arrange your accommodation: www.homestaynetwork.org

20.3 Living Expenses

Living Expense: AUD$20,000.00 (Per Annum Approx.) This would include, accommodation, OSHC, food, telephone, electricity, travel etc. Expenditure depends on lifestyle.

Student expenses (approx.)

<table>
<thead>
<tr>
<th>Expenses</th>
<th>Per Person</th>
<th>Amount required in AUD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Travel</td>
<td>Applicant</td>
<td>Return air fare to Australia</td>
</tr>
<tr>
<td></td>
<td>Family members</td>
<td>One return air fare to Australia per person</td>
</tr>
<tr>
<td>Tuition</td>
<td>Applicant</td>
<td>Course fees</td>
</tr>
<tr>
<td></td>
<td>School-age children aged 5-18</td>
<td>AUD9,900 each per year school fees</td>
</tr>
<tr>
<td>Living</td>
<td>Applicant</td>
<td>AUD18 610 per year</td>
</tr>
<tr>
<td></td>
<td>Partner</td>
<td>AUD6515 per year</td>
</tr>
<tr>
<td></td>
<td>First child</td>
<td>AUD3720 per year</td>
</tr>
<tr>
<td></td>
<td>Each other child</td>
<td>AUD2790 per year</td>
</tr>
</tbody>
</table>
21.0   Student Declaration

Understanding of JPIC Rules & Receipt of Induction and Student Handbook

I, ............................................................................................................................................................................. acknowledge that all of JPIC Course Information, Enrolment Terms and Conditions, Registration and Course fees and Refund Policy and Visa terms and conditions and student rights and responsibilities have been provided and fully explained and understood by me during my JPIC Orientation and that I understand and agree to abide by all of these terms and conditions.

I understand:

• That if I am in jeopardy of breaching any of these terms and conditions JPIC will initiate a Warning and Reporting Procedure;
• That if I am in breach of any of these terms and conditions, my enrolment from JPIC will be cancelled and if I am on a visa my details will be forwarded to the Department of Immigration and Border Protection (DIBP)
• That I am required to maintain, as JPIC defines, a satisfactory rate of academic progress, doing all the required assignments, appearing in all the required tests/examinations (written/oral), attending all the required seminars and being on time on all occasions;
• That I will notify JPIC of any change of contact details;
• That I must remain 'financially viable at all times and will pay all my Fees including Tuition Fees on time;
• That I will maintain my Health Insurance at all times;
• That I have read and understood all JPIC rules, policies and procedures as detailed in the student handbook, Legislative Requirements Student Information Folder, all course and marketing information and Student Orientation; and
• That I again understand and agree that if I am in breach of any of these conditions my enrolment will be cancelled and details will be forwarded to DIBP

.................................................................................................................................  .................................................................
Student Signature       Date
1. Introduction to staff members and fellow class members  □

2. Orientation around college premises  □

3. Orientation to local environment, shops, real estate agents, banks, post office, medical facilities, public transportation and shopping centres  □

4. Review of participant manual,  □

5. Course program and time table  □

6. Issued Overseas Student Health Card (OSHC)  □