



# STUDENT HANDBOOK

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## WELCOME TO OMNI COLLEGE MELBOURNE

Welcome to the Omni College and thank you for choosing to study with us. Whether you are seeking to update or upgrade your skills or seeking a new career path, our team of friendly and dedicated staff will assist you make the most of your experience with us.

This handbook was developed to provide you with pre-enrolment information and to help guide you through the duration of your study. It contains information about relevant and important processes and procedures, which directly affect you and helps us maintain our high standard of education delivery.

The purpose of this Handbook is to provide you with all the information you need to know about studying with Omni College and living in Australia.

This handbook provides you with the information you need to know about what courses are available and how to apply to study, a guide to applying for your visa, approximate costs of living in Australia, services, emergency numbers and more. Additionally, what to do when you arrive at the airport, as well as other important information such as working in Australia, options for accommodation, bringing family, schooling for children and so much more.

The first section of this Handbook details the courses Omni College offers, how you can apply, including how to apply for your visa. There is further information about arriving in Australia, as well as an introduction to living and studying in Melbourne.

\*NOTE: Details of living expenses, transport and general expenses are a guide only. All expenses are an average and are dependent on location, distance from the city and common bi laws.

During your orientation program, you will be provided with further information and tips to help you to adjust to studying and living in Australia.

For additional information about living and studying in Melbourne you can visit: [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au).

The web site includes a useful guide about studying and living in Australia that you can download.

Please take some time to read this handbook and familiarise yourself with the content.

## REASONS TO STUDY AT OMNI COLLEGE

The Omni College is conveniently located in Melbourne CBD, our college is easily reached by public transport or by car and is well serviced with car parks in the area.

We strive to provide the best possible equipment, learning environment, relevant curriculum, teachers, and trainers that are highly qualified with current industry experience to ensure that you get a qualification that is highly regarded by industry.

## OMNI COLLEGE LOCATION

The main office is located at



Tenancy 2, Level 7, 440 Elizabeth Street, Melbourne, VIC 3000



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

Omni College also has its delivery locations at the following locations:

- Tenancy 2, Level 7, 440 Elizabeth Street, Melbourne, VIC 3000

Please note that depending on the course's students are enrolled in, the delivery location may vary.

## OMNI COLLEGE CONTACT INFORMATION

If you require support or assistance with your course or aspects of your stay in Australia, please contact either your student/client support officer who will assist or direct you to the appropriate support.

If you are having trouble contacting any of these persons, please make an appointment through reception. Contact reception on 1300 003 332.

If you require urgent assistance to do with your course and it is after 5.00pm call the after-hours emergency number 1300 003 332.

\*NOTE: If your emergency is related to an accident, fire or you are in danger, please call "000".

If you are not well or have hurt yourself, you will need to either go to hospital or the nearest medical centre to you.

## ESOS FRAMEWORK

The Australian Government wants international students to have a rewarding, enjoyable and safe experience when they come to Australia to study. Australia's education and training system offers high quality services and protection for international students to ensure they make the most of their time here. Australia offers all levels of education to international students—from school (with some limitations depending on age and support from their family in Australia), through foundation and English language intensive courses, to vocational education and training (VET) and higher education. The laws that protect international students form the Education Services for Overseas Students (ESOS) framework. They include the Education Services for Overseas Students Act 2000 and the ESOS National Code 2018.

More information at: <https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

**VET COURSES OFFERED AT OMNI COLLEGE**

Omni College offers the following courses:

\*Please refer the Omni College Course Fees Structure in our website for prices.

List of Courses Offered in Omni College
ICT50220 – Diploma of Information Technology
ICT60220 – Advanced Diploma of Information Technology



**General Entry Requirements for VET COURSES are as below:**

- All applicants must be aged 18 years or over at the time of applying for admission to all the courses.
- Successful completion of Australian Equivalent Year 12 qualification or higher is required for entry into all courses.
- Should have a minimum IELTS score of 6.0 or PTE score of 51.6 or Certificate IV in EAL or equivalent.
- \*For equivalency of various English Languages proficiency testing, and other forms of equivalency please refer to the Admissions and Student Selection Policy available in the Students Handbook (www.omni.edu.au).

**In addition, for VET courses:**

- All VET course applicants will be required to demonstrate their LLN capabilities &/or complete an LLN assessment prior to the commencement of the course as per the Omni College Pre-training & LLN Policy & Procedure. Omni College uses LLN Robot platform for the assessment.
- Applicants should have basic computer and MS Office skills (Word, Excel and Power Point).
- Applicants should be in possession of their personal computer (the minimum configuration should be Intel Core i3 (sixth generation or newer) or equivalent. Operating System: Microsoft Windows 10 Professional x64, Memory: 4 GB RAM, Storage: 120 GB internal storage).

**Requirement specific to each course if any, list below:**

N/A

**Notes:**

- Omni College does not promise overseas students any possible migration outcomes from undertaking any courses or guarantee successful education assessment outcomes for the overseas or intending overseas student.
- Omni College does not warrant that enrolment in or completion of the course will enable a student to obtain any employment or to remain in Australia upon completion of the course.
- You may be re- assessed for subsequent courses if you have not successfully completed the currently enrolled course.

## **ADMISSIONS AND ENROLMENT**

Omni College accepts applications from all students who meet the entry requirements. Applications are accepted on a first come, first served basis. However, if a course is full and your application has been accepted you will be offered a place in a course starting later.

To apply to enrol in a course, you must complete an International Student Application Form. The form can be filled online and submitted. You can download a copy from the website [www.omni.edu.au](http://www.omni.edu.au).

If you are applying for any academic credits, you should indicate this on your enrolment and supply certified copies of your transcripts so we can assess your application. For further information, see the section on Credits Transfers in this Handbook below.

Once you have completed your International Student Application form and gathered all the necessary documentary evidence, send it to our admissions team at [admissions@omni.edu.au](mailto:admissions@omni.edu.au).

A non-refundable application fee of AUD \$300 shall apply.

You will be contacted within 14 days with the outcome of your application and to confirm your details.

Once your application is approved, a letter of offer and written agreement that sets out the terms and conditions of your enrolment and all the details of the course that you have enrolled in, as well as a tax invoice with the amounts and timing for payments.

You need to sign and return the agreement to confirm your enrolment.

An electronic Confirmation of Enrolment (eCoE) will be issued once we have received the signed written agreement from you and Initial Tuition fee payment.

## APPLYING FOR VISA

Once you receive your electronic Confirmation of Enrolment, you will need to apply for your visa. Information about applying for a visa can be found at: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing>. This document explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, and permission to work, Overseas Student Health Cover and charges associated with the visa application. You may wish to use a registered migration agent to assist you with your visa application, or Omni College has a range of education agents who can assist you to apply for a course, arriving in Melbourne, joining Omni College and help with your visa application. You can see the list of agents that have an agreement with us: <https://OmniCollege.rtomanager.com.au/Publics/PublicPages/AgentListByCountry.aspx>

NOTE: Ensure that you allow enough time between lodging your application and the start of your course, as applying for a visa can be a lengthy process.

If your visa is not approved, you will receive a refund as per the Refund Policy stated in Refund Section of this Handbook.

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa and in turn your course. Conditions include (but are not limited to) that you must:

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study.
- Only work if you have been given permission to do so as part of your visa grant.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Notify Omni College of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE.
- Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution.

If you are travelling with your family, you will need to provide their documents as well.

Keep all documents and passport in your carry-on luggage while in transit and then in a safe and secure place once settled.

It is important to make copies of all documents and leave them behind with family or close friend so they can be sent to you if you lose or damage the copies you have.

NOTE: If you intend to bring your family with you, they will also need to have a visa and be covered by health insurance. Family members include your partner (married or de facto) and your children under 18 years of age. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates.

For more details – visit <https://www.homeaffairs.gov.au/>

### **Unique Student Identifier**

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a secure online record of the nationally recognized training completed by an individual. From 2015, all students participating in nationally recognized training must have a USI. The USI will make it easier for you to find and collate your VET achievements into a single authenticated transcript and will also ensure that your VET records are not lost.

As part of your enrolment, you must either supply your USI (if known) or provide authority for us to create or access your USI on your behalf. If you are providing the authority, you must also provide a suitable form of identification as listed on the relevant section of the Enrolment Form.

If you would like to create your own USI, please visit:

<http://www.usi.gov.au/Students/Pages/default.aspx>

### **Credit Transfers**

A credit transfer is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

Omni College can grant a credit transfer to your course for units / module that you have already completed with another RTO or authorised training organisation. A Credit transfer can be applied when it is established that the unit /module you have already completed is equivalent to the unit/module in your course.

To apply, fill in the Credit Application Form and submit it at the same time of your enrolment/application. You can apply for credit transfers at any time however, it is best if you do this as part of your enrolment. By applying for credits as a part of your enrolment any potential credits are known, and planning can be done for your course timetable and study required. Additionally, it helps to ensure there is no need for adjustments to your visa after you have arrived in Australia and commenced your course, as the duration of your course will be established prior to your arrival.



Attach certified copies of transcripts from your previous course to the credit application. In some cases, we may ask for additional information about the subject or unit you previously studied so we can determine equivalence.

Your Credit Transfer Application may be returned to you if you do not provide the required information. In some cases, credit transfers may lead to a reduction in the course fees as there is less work involved in offering your course.

You will be advised in writing of the outcome of your Credit Transfer Application. If successful any adjustments to duration of your course, course fees or anything else will be advised in this communication.

- There is no charge to apply for Credit transfers.
- NOTE: Only applicable to VET courses.
- Refer to our Credit Transfer Policy in this document.

## REGOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work or unrecognised training, potentially life experience can be formally recognised and reduce the amount of required study or cover the entire course in specific circumstances.

Omni College has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to apply for RPL. We encourage you to discuss RPL with one of our trained team to ascertain if RPL may be suitable for you and ideally apply for RPL at the time of enrolment, however you may apply up to 2 weeks into your course.

To deem if RPL is suitable for you, we will look at how much experience you have in relevant areas aligned to the course, your work history, and any previous training you have completed. If RPL is determined as a possibility for you, you will be provided with an RPL kit that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence.

A trainer/assessor will be available to assist you throughout this process.

If you choose to progress with RPL you will need to officially apply by filling in an application form, this is a part of the RPL kit provided. Return the kit and application form to and your application will then be assessed for suitability. If accepted, you will be contacted by an assessor to progress the RPL process.

In the instance your application for RPL is not successful you will need to participate in full training and assessment to achieve your qualification. This will be advised in writing.

If successful, the RPL process usually involves gathering evidence to demonstrate skills, knowledge, and experience, responding to questions, completing tasks, and depending on the area, observation of your work skills in your workplace.

Fees are applicable for Recognition of Prior Learning, and you will be advised of these fees upon contacting us.

## GENERAL INFORMATION ABOUT LIVING IN MELBOURNE

*\*Please note all figures provided below are in Australian dollars and are indicative only. These costs can vary significantly depending on where you live in Melbourne. You should be prepared in case the indicative living costs suggested below are greater than stated below.*

**For more information visit the Department of Home Affairs website.**

<https://www.homeaffairs.gov.au>

Migration regulations in Australia require international students to show evidence that they can contribute to the cost of living and studying in Australia. This helps to ensure students are better able to make the most of their studies and have a safe and enjoyable experience whilst in Melbourne.

While international students can supplement their income with money earned through part-time work in Melbourne, the 'living costs' requirement helps to support the success of students in their studies by ensuring that they don't have to rely on such work to meet all their expenses.

Students must demonstrate that the funds they are relying upon to meet the costs of studying in Melbourne will be genuinely available to them during their stay.

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

## ACCOMMODATION

- Shared House - \$243 per week
- Homestay - \$345 per week
- One Bedroom Unit - \$480 per week
- Managed Apartment - \$487 per week

### Other living expenses

- Groceries and eating out - \$110 to \$290 per week
- Gas, electricity - \$10 to \$20 per week
- Phone and Internet - \$15 to \$30 per week
- Public transport - \$8 to \$40 per week
- Car (after purchase) - \$48 to \$75 per week
- Entertainment - \$80 to \$350 per week

## **Schooling and day care for children**

If you are bringing school aged children with you when you study in Australia, you will need to arrange for them to attend school. The requirements for enrolling students and school fees vary across Australian states and territories, and across schools.

Following is a summary of the fee arrangements for public schools in each of Australia's states and territories, along with links to the relevant websites for more detailed information. Where you have dependent children that need to attend childcare or school, you should be aware of the following costs:

### **Current costs for public schooling range from:**

- Prep to Grade 6 - \$12,628
- Years 7- 10 (Junior Secondary) - \$16,769
- Years 11-12 (Senior secondary) - \$18,819
- \*Boarding or private schools are an option - \$15,000 to \$30,000 per year

Where you have younger dependent children that need to attend childcare, you should be aware of the following costs.

Typical childcare costs in Victoria are as follows:

- Centre-based childcare from \$60 to \$185 x per day
- Family day care (through council) from \$3.50 to \$7.50 per hour
- Nannies from \$30 to \$35 per hour
- Au pairs (living in your home) from \$100 to \$150 per week

NOTE: You should also be aware that the above costs for childcare and schooling are in addition to living costs.

To find out more about application processes and costs go to:

- <https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>
- <https://www.study.vic.gov.au/en/living-in-victoria/cost-of-living/Pages/default.aspx>
- <https://www.insiderguides.com.au/cost-of-living-calculator/>

## **Cost of living**

As of October 2019, the 12 month living costs are:

- Student/guardian AUD21,041
- Partner/spouse AUD7,362
- Child AUD3,152

Future financial capacity evidence requirement updates will be made on an annual basis in line with the CPI increases, with implementation at the end of each financial year.

If you plan to rent your own home in Melbourne, you will need to allow for a rental bond equivalent to 4 to 6 weeks rent. Weekly rental costs vary from suburb to suburb and according to the size and quality of accommodation. If you are sharing a home, you may be requested to pay a portion of the

bond. Please contact Student Support Services if you would like some assistance in finding suitable accommodation.

You can find further information here: <https://www.studymelbourne.vic.gov.au/living-and-accommodation>

### **Public and shopping facilities**

All Australian major towns and capital cities have shopping facilities including supermarkets, department stores, novelty, and specialty shops as well as general services such as banks and generally a post office.

Opening hours are generally:

- 7 days a week – 9:00am – 5.30pm
- Late night shopping until 9:00pm on Thursdays or Fridays.
- Some supermarkets are open 24 hours a day seven days a week.
- Mainstream grocery stores in Australia include Coles, Woolworths, Foodworks, IGA and Aldi.
- Major department stores in Australia include Myer and DavidJones, Big W, Kmart, and Target.
- Specialty stores include Fresh fruit and vegetable markets, Butchers, Health food, International Grocery stores.

### **Facilities close to Omni College**

#### Post Office

- Address: Melbourne GPO - The Strand, 250 Elizabeth Street, Melbourne
- Phone: 13 13 19 or (03) 9203 3040
- Timings: Mon - Fri: 8:30am - 5:30pm, Saturday 9.00am - 5.00pm \*Sunday Closed

#### Automatic Teller machines (ATM's)

- Food works - 323-331 Latrobe Street, Melbourne; ANZ Bank - 100 Queen Street, Melbourne; City Groceries - 422 Queen Street, Melbourne
- Queen Victoria Market - Queen Street, Melbourne
- \*Google - Post office or ATM in the area you are living for those closer to your home once accommodation has been secured.

#### Medical Centre's near Omni College

Melbourne City Medical Centre	Swanston Street Medical Centre
68 Lonsdale Street, Melbourne	393 Swanston Street
Tel: (03) 9639 9600	Tel: 03 9205 7500
Open 7 days a week	Open - Monday to Saturday

\*Google Medical Centres in the area you are living for those closer to your home once accommodation has been secured.

## **Australian Currency**

The currency of Australia is the Australian Dollar. Ideally, you should change some money into Australian dollars before you arrive to ensure you have money for any immediate expenses. If you have not been able to do this, you can generally find a currency exchange at the airport. If your flight arrives in Melbourne either very late at night or early hours of the morning the exchange may not be open. Hence, we encourage you to at least have some Australian dollars with you.

Once you have arrived in Melbourne you can change more money into Australian dollars at any bank or currency exchange.

**NOTE:** Most Melbourne banks are not open on the weekend. If you are arriving on the weekend, it is best to exchange currency at the airport exchange. Bank fees are generally lower than currency exchange outlets, so where possible plan to use a bank for any large sums of exchange.

You should not carry large sums of money with you, it is best to only have the money that you will need for the first few days and then arrange to have the rest of the funds transferred to you in Australia.

The amount you will need to bring with you will depend on whether you have already paid for your accommodation before you arrive. Think about how much money you will need to last you for a couple of weeks.

Find out more about money matters by visiting:

<https://www.studyaustralia.gov.au/english/live/plan-your-arrival/banking>

## **Budgeting**

Once you have settled in, we highly recommend you work out a weekly budget that covers costs including clothing, food, accommodation, transport and entertainment, travel costs and childcare, if applicable.

It is important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes.

Read more about budgeting at <https://moneysmart.gov.au/>

## **Banking**

We advise you to set up an Australian bank account on your arrival into Melbourne to avoid the necessity of carrying large amounts of cash. Additionally, you may need to pay for accommodation, utilities, and services via a direct debit from your bank account.

- You will need to visit a bank and present your passport and evidence of residency.
- For further information on opening a bank account: <http://www.ausbanking.org.au/>

- Banks are generally open from 9.30am – 4pm Monday to Thursday, and 9:30am – 5:00pm on Friday.
- There are some banks that open on Saturdays and Sundays. Do a google searches for branches near you when you arrive at your accommodation or first come to Omni College.
- Once you have opened your bank account you will find that most shopping centers have Automatic Teller Machines (ATM) facilities. These machines can be used for withdrawals and, in most instances, deposits 24 hours a day.

Many department stores, supermarkets, petrol stations and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods.

There are several major banks with branches in Melbourne CBD close to Omni College where students can open an account.

### Legal Services

If for any reason you need legal advice from a solicitor while you are in Australia, you can go to LIV's online Legal Referral Service. This is a free referral service, and the solicitors who you will be referred to provide the first 30 minutes consultation for free. After that you will have to pay.

The website is <https://www.liv.asn.au/Referral>

As this is the Law Academy of Victoria, it has a listing of all solicitors and their specializations, so it is the most reliable place for information regarding solicitors.

For more information visit the Study Melbourne Website, there is a great deal of additional information that will assist you plan your stay with us.

[www.studymelbourne.vic.gov.au](http://www.studymelbourne.vic.gov.au)

### Important Note:

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. For safety reasons, always let someone know where you are.

## **FURTHER INFORMATION ABOUT ARRIVING IN MELBOURNE**

Omni College can arrange to have you picked up from the Melbourne airport.

Please contact our admission team to arrange for an Airport Pick up. You will be required to fill and email us the 'Airport Pickup Request form' along with a copy of your airline ticket.

The airport picks up service does incur a fee. Please confirm this fee with our admissions team when requesting the service.

### **Melbourne's Climate**

Melbourne has a temperate oceanic climate and is well known for its changeable weather conditions. This is mainly due to Melbourne's geographical location. This temperature differential is most pronounced in the spring and summer months and can cause very strong cold fronts to form. These cold fronts can be responsible for all sorts of severe weather from gales to severe thunderstorms and hail, large temperature drops, and heavy rain. Additionally, some days of high temperatures, sometimes hitting 40+c. It is highly recommended to listen to the weather reports, either on radio or during the daily and evening news on the TV. This will help you to be appropriately dressed for the weather conditions.

### **Working in Australia**

As a student visa holder, you can work up to 40 hours a fortnight during term time and as many hours as you like during holidays.

- For more information you can phone the Department of Home Affairs (DOHA).
- Visit the following website to find out more about working in Australia, including how to find a job.
- <https://www.studyaustralia.gov.au/english/live/work>

### **Driving in Victoria**

If you are in Victoria on a temporary student visa you can drive on your current and valid overseas driver's license, but it must be in English or contain an English translation and you must also carry photo id. In Australia we drive on the left side of the road.

The driver and all passengers must wear seatbelts.

If you want to drive, you will need to have the appropriate driver's license. This will usually require you to pass a knowledge test, a practical driving test, and an eyesight test. In Australia, drivers' licenses are issued by state and territory governments.

For more Information visit <http://www.vicroads.vic.gov.au/Home>

### **Public Transport**

- Trams, trains, and buses all run under the MYKI system, so you can use your ticket on any or all of these.
- Information about Melbourne's public transport and using a MYKI is available at this website: [ptv.vic.gov.au/tickets/myki/](http://ptv.vic.gov.au/tickets/myki/)
- Melbourne's train and tram services run:
  - Monday to Thursday 5am and midnight
  - Friday and Saturdays – hours extended to 1am.
  - Sunday – 7:00am to 11:00pm

Melbourne's buses run:

- Monday to Friday 8:00am – 9:00pm
- Saturday 8:00am – 9:00pm
- Sunday 9:00am – 9:00pm Visit public transport Victoria at: <http://ptv.vic.gov.au>

NOTE: Here you will find a Free iPhone app that lets you view service times, use the journey planner, and set your favourite stops. The app gives you real-time departures and arrivals for all tram stops. It stores timetables locally on your phone, so it does not use your data pack / cap when using offline departure.

### LOCAL TAXI'S

- <http://www.13cabs.com.au/> PH:132 227
- <http://www.silvertop.com.au/> PH: 131 008
- UBER is an alternative service to taxi's and is often a cheaper fare.

Download the UBER app to call an UBER to your location. This will require debit or credit card details to be able to use this service. The fare is automatically taken from your account when you arrive at your destination.

NOTE: No cash fares are permitted.

## **ARRIVING AT MELBOURNE AIRPORT**

When you arrive in Melbourne, you will need to show your passport and incoming passenger card at a Customs and Immigration checkpoint. You may be asked questions about your stay before your passport is stamped and handed back.

When you have passed through the Entry Control Point, you will collect your baggage and exit via Customs and Quarantine (AQIS).

Once you have your luggage you will go through customs where your luggage may be checked. Australia has strict quarantine laws to stop people from bringing in certain food and plant items. You should declare any items that you are bringing in on the form given to you on the plane. If customs officers decide that the item you are bringing in are not safe, they will be confiscated and destroyed. If you fail to declare or dispose of any quarantine items, or make a false declaration, you may receive a fine or be prosecuted. All international mail is also screened and checked by customs.

### TAXI'S

Melbourne taxis will be available at each terminal. Simply ask where the taxi rank is.

Taxi fares from Melbourne Airport to Melbourne CBD will cost from \$88.

Additional charges may apply for taxis waiting at the airport taxi rank, or those that commute to their destination via tollways.

For further information, a few links are below:



<http://www.maximelbourne.com.au>

<http://silvertaxiairport.com.au>

<http://www.jetbus.com.au/melbourne/>

### UBER

As suggested earlier UBER is an alternative taxi service, if you have the opportunity before arriving in Melbourne to download and set up the UBER app – you may choose to call an UBER for your trip.

There is designated UBER pick up points located at Melbourne Airport, ask one of the airport staff for direction.

NOTE: Before leaving the airport, we suggest you may want to visit one of the Travelers information stands to see what Melbourne has to offer during your stay.

There is an information service on the ground floor of the arrival's hall in the international terminal (T2) and the Domestic terminal (T1).

### Australia's Emergency services

Australia police protect people and properties, detect, and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe. For emergencies such as fire, ambulance or police, phone 000.

When you dial 000, you will be asked whether you want fire, ambulance, or police and why you want this assistance. Additionally, you will be asked your name, address, and phone number.

### Fire

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.

### Ambulance

Ambulances provide immediate medical attention in an emergency and emergency transportation to hospital. To access an ambulance, call 000.

### General Medical Assistance

For emergency medical treatment visit a casualty department of a public hospital, or at some medical Centre's. Casualty departments within the public hospitals are open 24 hours a day, 7 days a week.

Public and private hospitals are listed in the White Pages telephone under 'Hospitals' and you can also find them by searching on the internet.

If you need to go to hospital, remember to bring your health insurance card and any medicines you are currently taking. For anything other than an emergency, seek medical help from a general practitioner (GP) or local Medical Centre.

Be aware there can be extensive delays in casualty departments. Patients are prioritized on a severity basis and what symptoms they are displaying.

For anything related to your stay in Melbourne you can contact Department of Home Affairs.

Department of Home Affairs (DOHA)

808 Bourke Street, Docklands, Melbourne, Phone 131881

Lost passport, visa or any other travel documents immediately contact Australian Passport office on 131232 or The Australian Diplomatic or Consular Mission using the link below.

<https://dfat.gov.au/about-us/our-locations/missions/pages/our-embassies-and-consulates-overseas.aspx>

### Overseas Student Health Cover

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Melbourne to cover you from when you arrive. The Department of Home Affairs requires you to maintain OSHC for the duration of your time on a student visa in Australia.

You can choose to take out OSHC with a provider recommended by us, or with the Australian OSHC provider of your choice. There are five providers of OSHC in Australia. Visit these websites to find detailed information on what they cover and to decide which provider is right for you.

- Australian Health Management OSHC [www.ahmoshc.com](http://www.ahmoshc.com)
- BUPA Australia <https://www.bupa.com.au/health-insurance/oshc>
- Medibank Private [www.medibank.com.au/Client/StaticPages/OSHCHome.aspx](http://www.medibank.com.au/Client/StaticPages/OSHCHome.aspx)
- OSHC World care [www.oshcworldcare.com.au](http://www.oshcworldcare.com.au)
- NIB OSHC <https://www.nib.com.au/overseas-students>

Your OSHC will help you pay for any medical or hospital care you may need while you are studying in Australia, and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency.

For more information on what your OSHC insurance covers, as well as what to do if you need treatment, refer to the Department of Health and Ageing's (DoHA) Frequently Asked Questions.

- OSHC does not cover dental, optical or physiotherapy.
- If you want to be covered for these treatments you will need to buy additional private health insurance, such as:
- Extra OSHC provided by some OSHC providers.
- International travel insurance; or
- General treatment cover with any Australian private health insurer.
- You can find a list of these providers and search for the one that suits you best at [www.privatehealth.gov.au](http://www.privatehealth.gov.au) or [www.iselect.com.au](http://www.iselect.com.au)

## OMNI COLLEGE POLICIES AND PROCEDURE

### Admissions and Student Selection Policy and Procedure

#### 1. Purpose and Legislative Background

This policy responds to 'Standard 2.2 – Student engagement before enrolment' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2018' which states: "The registered provider must have and implement a documented policy and process for assessing whether the overseas student's English language proficiency, educational qualifications or work experience is sufficient to enable them to enter the course."

The purpose of the Admissions and Student Selection Policy and Procedure is to provide a broad and flexible framework for the student selection process at Omni College and an efficient and equitable student selection process for applicants.

#### 2. Scope

This policy applies to all new students enrolling in a course at Omni College and is to be used by the RTO Manager, Administration Services (or appropriate delegate) when assessing student applications, issuing letters of offer and acceptance Agreement and CoE's.

The procedure aims at identifying specific processes that, if implemented, may shorten the length of a student's study period to gain this qualification and/or may reduce the course fee, and/or identify other study or career options for the student. This may include:

- a) *National Recognition*: This may be granted to those students who have attained recognition by an RTO of an Australian Qualification Framework (AQF) qualification and/or a Statement of Attainment issued by the same RTO or all other RTOs.
- b) *Recognition of Prior Learning (RPL)*: Which is the acknowledgment of a person's current skills and knowledge acquired through previous training, work or life experience.
- c) *Credit Transfer*: This may grant to those students who have previously completed a course which provides equivalent learning or competency outcomes to those required within the student's current course of study.

#### 3. Entry Requirements

3.1 Entry requirements differ from course to course. These would be as defined in the Training and Assessment Strategy for each of the courses and can also be found in the Individual Course Flyers.

3.2 *General Entry requirements for all VET courses are as below:*

- Applicants must be 18 years of age or above at the time of commencement.
- Minimum IELTS score of 6.0 or PTE score of 51.6 or Certificate IV in EAL or equivalent\*.

(For equivalency of various English Languages proficiency testing, and other forms of equivalency please refer to the admissions and student selection policy available in the student's handbook Omni College website).

**Note:**

- In the absence of formal English qualifications Omni College may proffer English Placement Test.

*In addition:*

- Applicants should have basic computer and MS Office skills (Word, Excel and Power Point).
  - Students must bring their own laptops to facilitate the training and assessment. Recommended Laptop requirements: Core i3 Processor, 4 GB of RAM, Operating system; Windows 7 or later version, Screen; 10" or higher, Microsoft Office or Open Office Program, Adobe Reader and Antivirus Program.
  - Hospitality candidates should be able to handle and cook dairy products and non-vegetarian food items including pork and may involve alcohol.
  - All VET course students will be required to undertake LLN test to identify Language, Learning and Numeracy capabilities at the time of Orientation (prior to commencing the courses). The outcome of LLN test will help the trainers and Student Support Staff to identify the learning needs and make provisions for additional academic support where required.
- 3.3 Omni College does not promise overseas students any possible migration outcomes from undertaking any courses or guarantee successful education assessment outcomes for the overseas or intending overseas student.
- 3.4 Omni College does not warrant that enrolment in or completion of the course will enable a student to obtain any employment or to remain in Australia upon completion of the course.
- 3.5 You may be re- assessed for subsequent courses if you have not successfully completed the currently enrolled course.

**4. Admissions Process**

- 4.1 Admission to a Omni College course is offered to applicants who meet the applicable entry criteria for both academic and English entry requirements and where required any special requirements for specific courses, such as prerequisites etc.
- 4.2 Applicants must complete and return the Student Enrolment Form and fill in all sections and provide all required information. After receiving the Enrolment Form, Administration will assess the application. If deemed necessary, such as, where there is a doubt as to the requirements of entry into the course being fulfilled or where there is a clarification to be sought regarding the enrolment details, Omni College will inform the applicant via SMS or email of the date and time the phone / face to face contact would be made.
- 4.3 After receiving the confirmation from the applicant on the date and time of the interview, the administration staff will satisfy themselves of the correctness of all the details in the enrolment form and to ascertain the student's suitability or other wise to undertake the course.
- 4.4 Omni College will inform the prospective student of the outcome of the application including eligibility of RPL/Credit Transfer under National recognition and suitability of course, via e mail or SMS.
- 4.5 If all applicable information is not provided at the time of interview, a "conditional letter of offer" can be issued stating what is required to be provided before the CoE can be issued.
- 4.6 If a student is enrolled in another course before coming to Omni College and their enrolment at Omni College is subject to them achieving the other course, this must be noted on the CoE and a reminder set to check whether the student completed the course

- satisfactorily before entering Omni College to commence studies. This may happen when a student is required to complete an English course before coming to Omni College.
- 4.7 Applicants with disabilities should indicate on their Enrolment Form, their disability status. Such students may be asked to provide further details of their disability for Omni College to assess whether there are any special study requirements. No policy or practice of Omni College will discriminate against persons with disabilities except where, in the opinion of the CEO and RTO Manager, the provision of additional goods, services or facilities would impose unjustifiable hardship on Omni College.
- 4.8 Omni College reserves the right to reject applications on the grounds that it would be either in the best interest of Omni College and/or the student to do so.
- 4.9 Applicants will receive a Letter of Offer and Acceptance of Agreement Form which will contain information on:
- identify the course or courses in which the student is to be enrolled and any conditions applicable to their enrolment.
  - provide an itemised list of course money payable by the student.
  - provide information in relation to refunds of course money.
  - Set out the circumstances in which personal information about the student may be shared between Omni College and the Australian Government and designated authorities and, if relevant, the Tuition Protection Service.
  - Advise the student of his or her obligation to notify the registered provider of a change of address while enrolled in the course.
- 4.10 The following information, in relation to refunds of course money in the case of student and provider default, will also be included:
- amounts that may or may not be repaid to the student.
  - processes for claiming a refund.
  - a plain English explanation of what happens in the event of a course not being delivered.
  - a statement that “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”.
- 4.11 The offer letter and the acceptance of agreement must be returned, and the indicated fees paid before the Electronic Confirmation of Enrolment (eCoE) is issued.

## 5. Selection Policy

- 5.1 Applicants must provide copies of their academic qualifications (this can include overseas qualifications or qualifications/statements of attainment completed/attained within Australia). Only certified copies are accepted. Agents are also authorised to certify documents for this purpose.
- 5.2 Administration Staff will analyze the Enrolment form and make judgment in the best interest of the applicant’s vocational benefit.
- 5.3 Applicants who wish to defer the start date of their course, after having received a CoE, may be able to do so. (Refer to ‘Deferral, Suspension, Cancellation Policy’).
- 5.4 Students who provide false information (such as qualifications, IELTS scores etc) on their application may have their offer cancelled/enrolment at a later stage even, stating the reasons for cancellation.
- 5.5 Students who wish to apply for Recognition of Prior Learning (“RPL”) should fill in the RPL application form which will be assessed by the Administration team in consultation with Academic Coordinator.
- 5.6 Where an application is received from a former Omni College student, Admissions staff will refer to the student’s file and, if there are concerns about the student (e.g. progress

during previous enrolment or poor payment history), consult the appropriate person (e.g. the RTO Manager, CEO) prior to issuing any Letter of Offer.

- 5.7 Admission of a student transferring from another provider will be processed as per the 'Transfer of Provider Policy'.

## **6. Receiving of Course Money**

- 6.1 Omni College cannot accept course money from the student until the student has signed or otherwise accepted the Letter of Offer and returned signed Acceptance Agreement Form. The letter of offer must clearly state that payment should not be made until the Acceptance Agreement has been completed and returned.
- 6.2 Omni College may accept course money received at the same time as the verification of Acceptance Agreement (for example, if a student sends a signed Acceptance Agreement with an accompanying payment or brings the payment along with the Acceptance Agreement into Omni College's office).
- 6.3 If a student, or agent, in the same physical location as Omni College offers Omni College course money, Omni College cannot accept this money if it has not received the Acceptance Agreement.
- 6.4 In this case, Omni College must tell the student or agent that it cannot accept course money until the accepted written agreement has been received. If the student or agent is unable to supply the accepted written agreement at that time.
- 6.5 A faxed copy or a scanned copy of the "Acceptance Agreement"/ is suitable as notification of acceptance, if it is signed.

## **7. Additional checking to be completed in relation to the Letter of Offer**

- 7.1 The Administration Staff should verify the signature of the student on the Acceptance Agreement with that of Student's passport or any such document. If there are any concerns about the validity of the signature (e.g. concerns that the form has been signed by the Education Agent), the application should be temporarily rejected till, the matter is resolved to establish proper identification. Administration staff should note that there are occasions when a signature will still not match. For example, some students will have changed their signature since their passport was signed. Also, some students have one signature in their own language and one signature that is used in English.
- 7.2 Where the administration department still has concerns about the signature, they should take further steps to ensure that the student has signed the acceptance Agreement. This could include contacting the student directly and requesting confirmation that they have signed the acceptance of offer or requesting that the student come into Omni College's campus and re-sign the letter of offer and acceptance agreement.
- 7.3 Where the administration officer believes that the agent has signed the acceptance of offer on behalf of the student, this should be brought to the attention of one of the marketing staff and/or the RTO Manger who should contact the Education Agent to discuss the matter and consider what follow up is required in accordance with Omni College's policy on education agents.

## **8. Student File Creation**

- 8.1 Where a student has applied to enroll at Omni College, the Enrolment Form (and all supporting documentation) should be printed/scanned saved and filed in individual student files maintained by the Student Administration. The Letter of Offer should also be filed with this paperwork once issued. The file should include the initial application, supporting documents (e.g. IELTS score,

- academic transcripts) Letter of Offer and completed Acceptance Agreement, along with payment receipts.
- 8.2 The file shall be always be kept locked to maintain privacy of information and protect the files from being accessed by persons who are not authorised/do not need to see the information therein for the performance of their duties as a Omni College member of staff.

## **APPENDIX A**

(Refers to para 3.2 of the admissions and student selection policy and procedure)

### **Meeting English language requirements**

You might need to provide evidence of your English language skills at the time you submit your visa application. To find out the evidence you need to provide use the Document Checklist tool.

**Note:** The Department can ask you for evidence of your English language skill after you have submitted your application, at any time while processing your application, even though the Document Checklist tool shows that you don't need to provide evidence of your English language skill when you submit your application.

If you need to provide evidence of your English language skill, you must provide evidence that you:

- have obtained a certain test score in an English language test that the Department has approved, or
- fall into an exemption category listed below.

**Reference:** <https://immi.homeaffairs.gov.au/visas/web-evidentiary-tool>

**You do not need to provide evidence of an English test score with your visa application if one of the following applies:**

- you are a citizen and hold a passport from United Kingdom [British National (Overseas) passports are not acceptable as evidence of competent English], United States of America, Canada, New Zealand or Republic of Ireland.
- you are an applicant who is a Foreign Affairs or, Defence sponsored student or a Secondary Exchange student (AASES).
- you are enrolled in a principal course of study that is a registered school course, a standalone English Language Intensive Course for Overseas Students (ELICOS), a course registered to be delivered in a language other than English, or a registered post-graduate research course.
- you have completed at least 5 years' study in English in one or more of the following countries: Australia, UK, USA, Canada, New Zealand, South Africa, or the Republic of Ireland.
- in the 2 years before applying for the student visa, you completed, in Australia and in the English language, either the Senior Secondary Certificate of Education or a substantial component of a course leading to a qualification from the Australian Qualifications Framework at the Certificate IV or higher level, while you held a student visa.

**Reference:** [Subclass 500 Student visa \(homeaffairs.gov.au\)](https://immi.homeaffairs.gov.au/visas/subclass-500-student-visa)

Some Student visa applicants are required to provide the results of an English language test.

Department of Home affairs will accept test results from the following specified English language tests for Student visa purposes taken in any country:

- International English Language Testing System (IELTS)
- Test of English as a Foreign Language Internet-Based test (TOEFL iBT)
- Pearson Test of English (PTE) Academic
- Cambridge English: Advanced (CAE) test (also known as Certificate in Advanced English).

You must have taken the English language test in the 2 years before you apply for a student visa.

The table below shows the English language test providers and the minimum overall band scores you must achieve to meet the student visa English language requirement.

Below are the test score equivalencies:

<i>English language test providers</i>	<i>Minimum score</i>	<i>Minimum score and at least 10 weeks English Language Intensive Courses for Overseas Students (ELICOS)</i>	<i>Minimum score and at least 20 weeks ELICOS</i>
International English Language Testing System (IELTS)	6.0	5.5	5
TOEFL internet-based test	60	35	32
Cambridge English: Advanced (Certificate in Advanced English)	169	162	154
Pearson Test of English Academic (PTE Academic)	51.6	42	36
Occupational English Test	B for each test component	N/A	N/A

**Reference:** [Subclass 500 Student visa \(homeaffairs.gov.au\)](http://homeaffairs.gov.au)

## **APPENDIX B**

(Refers to para 3.2 of the admissions and student selection policy and procedure)

## **ENTRY REQUIREMENTS - ACADEMIC PREREQUISITES BY COUNTRY**

<b>Country</b>	<b>Year 12</b>	<b>Year 11/Year 10</b>
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<b>Other countries not listed below</b>	Contact <a href="mailto:admissions@omni.edu.au">admissions@omni.edu.au</a> and you will be provided with information on equivalent. <b>Academic qualifications for your specific country of enquiry.</b>	
Bahrain	2nd Year of Secondary School Certificate (Yr 2 of Tawjihiya)	Tawjahiya or Secondary School Leaving Certificate
Bangladesh	10 + 2 minimum of 50% average	10 + 1 minimum of 50% average
Brazil	Ensino Medio (Upper Secondary Schooling)	Year 11 Ensino Medio, Year 11 Upper Secondary Schooling
Brunei	2 passes in the GCE 'A' levels	4 GCE 'O' levels 'D' grade or higher
Canada	Grade 12	Grade 11/Grade 10
China	Senior Secondary School Certificate	Senior Secondary School Certificate (Year 11 equivalent level)
Colombia	Bachiller/bachillerato	Upper Secondary School Certificate
France	Baccalaureat	Baccalaureat (year 11 equivalent level) or Brevet d'Etudes du Premier Cycle du second Degree (BEPC)
Germany	Gymnasium	Realshule or Hauptschule
Gull States	School certificate with very high grades	School certificate pass grades
Hong Kong	Form 6 or equivalent	Form 5 or equivalent
India	High Secondary School Certificate (10 + 2) 50%	10 + 1 minimum of 50% average
Indonesia	SMU3	SMU2/SMU1
Iran	Certificate of Pre-University Graduation or High School Diploma 4-year program	High School 3-year program
Japan	Koukou sannen satsugyo shikaku	Koukou ninen sotsugyou shikaku/koukou ichinen sotsugyou shikaku
Kenya	KCSE C average or GCE AS or A level 2 subject	KCSE Pass or 'O' levels

Malawi	GCE A or AS levels 2 subject passes	4 passes in school certificate
Malaysia	2 passes in the STPM or UEC	4 passes in GCE 'O' Levels/SPM 'D' grade or higher
Mauritius	2 passes in the GCE 'A' levels	4 GCE 'O' levels 'D' grade or higher
Mexico	2 or 3-year preparatoria or bachillerato program	Completion of Secondary Vocational Studies/School
Myanmar	Minimum completed 2 years at Professional College or Secondary Technical College	Basic Education High School Matriculation 45% or higher
Nepal	Higher School Certificate 55% Average	Senior School Certificate
Oman	Certificate of General Education or Secondary School Leaving Certificate	Secondary School Leaving Certificate (Year 11 equivalent level)
Pakistan	10 + 2 minimum of 50% average	10 + 1 minimum of 50% average
Philippines	School certificate plus a local diploma	School certificate
Poland	Egzamin Maturalny (Matura)/swiadectwo Dojrzalosci Liceum Ogolnoksztalacego or Zawodowego or Technikum	Egzamin Gimnazjalny (Junior High School Leaving Exam)
Reunion Island	Baccalaureat	Baccalaureat (year 11 equivalent level) or Brevet d'Etudes du Premier Cycle du Second Degre(BEPC)
Singapore	2 passes in the GCE 'A' levels	4 GCE 'O' levels 'D' grade or higher
South Africa	Year 12	Year 11/Year 10
South Korea	High School leaving certificate or 12 years of school	11 years of school/10 years of school
Sri Lanka	GCE A levels 2 subject passes	GCE 'O' levels (4 subject passes)
Switzerland	Maturite	Cycle d' Orientation
Taiwan	Senior High School or Senior Vocational School	Senior High School 2nd year/Senior High School 1st year

Thailand	Matayom 6 or Certificate in Vocational Education	Matayom 5/Matayom 4
UAE	Tawjihyya or Thanawiyya Al'aama (Secondary School Certificate)	Tawjihyya or Thanawiyya Al'aama (Secondary School Certificate year 11 equivalent level)
UK	GCE A levels 2 subject passes	GCE 'O' levels (4 subject passes)
Vietnam	School certificate plus a local diploma or Diploma of General Education	Senior Secondary schooling (year 11 equivalent level)
Zambia	GCE A or AS levels 2 subject passes	ECZ or O level 4 subject passes
Zimbabwe	GCE A or AS levels 2 subject passes	O levels 4 subject passes

End of Admissions & Student Selection Policy

## FEES, CHARGES AND REFUND POLICY & PROCEDURE

### 1. Purpose

Standard Seven of SRTO's 2015 (Clause 7.3): Clause 7.3 states-Where the RTO requires, either directly or through a third party, a prospective or current learner to prepay fees more than a total of \$1500 (being the threshold prepaid fee amount), the RTO must meet the requirements set out in the Requirements for Fee Protection in Schedule 6. Omni College does not collect fees more than \$1500 for domestic students. However, for international students Omni College does not require the tuition fee to be collected more than 50% of the first course fee, unless students undertake to pay in excess to cater for his convenience. This policy is applicable for International students, for whom, a different set of rules apply as enumerated in succeeding paragraphs.

Tuition Protection Service (TPS) under the Education Services for Overseas Students Act 2000: Under the ESOS legislation providers cannot require students to pay more than 50 per cent of their tuition fees before they start the course. However, students, or the person responsible for paying the tuition fees, may choose to pay more than 50 per cent of their tuition fees before they start their course. An option to this effect has been included in the Enrolment form and Offer and Acceptance Agreement. These procedures form part of Omni College's policies for the purposes of Omni College's compliance with the Education Services for Overseas Students Act 2000 (Commonwealth) (ESOS Act).

This document sets out Omni College's procedures for tuition fee deposits by international students studying or intending to study in Australia and their refunds.

### 2. Intent

- 2.1 The ESOS Act 2000 and National Code require that the Providers protect fees paid in advance by international students and have a fair and reasonable refund policy.
- 2.2 Omni College is committed to providing a fair and transparent policy and procedure when dealing with existing students and prospective students regard to fees charged, protection of fees and refunds where warranted.
- 2.3 "The written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies".

### 3. Scope

- 3.1 This applies to all international students enrolled at Omni College.

### 4. Student Access

- 4.1 Students, Stakeholders and Potential Students of Omni College all have full access to this policy and associated documents and forms.
- 4.2 This information may be found on the Omni College website, letter of offer, student handbook and enrolment form. For further information and enquiries may be sent to [admissions@omni.edu.au](mailto:admissions@omni.edu.au).

## 5. Financial Standards

- 5.1 Omni College has measures in place to ensure that students receive a refund of fees for services not provided. This includes services not provided due to the financial failure of the Provider.
- 5.2 Omni College has adopted a refund policy that is fair and equitable both to the student and Omni College.
- 5.3 Omni College will ensure that the contractual and financial relationship between the student and Omni College is full and properly documented, and that copies of the documentation are made available to the student. Documentation will include: the rights and responsibilities of the student, cost of training, payment arrangements, refund conditions and any matters that place obligations on the student.

## 6. Relevant Definitions

### Note

(Some of these definitions are taken from ESOS Act 2000 Part 1, Section 5 and ESOS regulations 2019)

**Acknowledgement of policy** means that the student or prospective student has been provided a copy of the fees, charges and refund policy and acknowledges and agrees to the terms and conditions of the fees, charges, and refund policy on signing the student acceptance agreement.

**Amendments to policy** means that the RTO reserves the right to amend this policy at any time, the amendments will be for continuous improvement of RTO operations, and this may affect the student in some way, shape or form. If this should occur the student will be informed initially in writing, then contacted for a face-to-face discussion.

**CEO approval** means that the CEO is the only person authorised to approve transfers out of the pre-paid tuition fees account (unless delegated).

**Confirmed place** is contingent upon the student completing student enrolment application, supplying requested documentation (must be certified copies of originals), acknowledging acceptance of offer, completion of and signing the student acceptance agreement for final approval and paying initial fees & subsequent fees as detailed in the student acceptance agreement and letter of offer.

**Course** means a course of education or training, as detailed in the Letter of Offer.

**Course Start Date** means the student when is enrolled into a course. The commencement date of this course date as per his/her Letter of Offer. If deferred the refund cancellation will be based on the course start date of his/her original Letter of Offer.

**Designated initial pre-paid fees account**, this is the Deposit Account that we deposit all pre-paid tuition fees.

**Default notification inclusions** means the notification will include the following details:

- a) The circumstances of the default.
- b) The details of the student(s) in relation to whom the provider has defaulted.
- c) Advice as to:
  - whether the provider intends to discharge its obligations to those students under section 46D; and
  - (If appropriate) how the provider intends to discharge those obligations.
  - The provider must also notify, in writing, the secretary and TPS director of the default and the students in relation to whom the provider has defaulted.

This section continues to apply to a provider if the provider ceases to be a registered provider. (Reference: Section 46B)

**Discharge of obligations outcome notifications** means that the defaulting provider will notify the Secretary and the TPS Director (via PRISMS) **within 7 days** after the end of the provider obligation period (Reference: Section 46F). The notice must include the following:

- a) whether the provider discharged its obligations to the students in accordance with section 46D.
- b) if the provider arranged alternative courses:
  - a. details of the students the provider arranged alternative courses for; and
  - b. details of the courses arranged; and
  - c. evidence of each student's acceptance of an offer of a place in an alternative course.
- c) if the provider provided refunds:
  - a. details of the students the provider provided refunds to.
  - b. details of the amounts of the refunds provided.

This section continues to apply to a provider if the provider ceases to be a registered provider.

**eCoE** means the electronic Confirmation of Enrolment. This is the only accepted evidence of enrolment for processing Australian student visa applications. The CoE is needed to apply for a student visa.

**Administration fee** means the fee that covers the cost of processing the application of prospective students, this fee is paid in advance of commencement of course and is not refundable.

**Fund's release** means that funds will be removed from the pre-paid tuition fees account after the student has commenced course, or a refund is requested and approved, or by law.

**Letter of Offer** means the document offering a place at Omni College and sets all the fees applicable to the stated course.

- a) A student might be issued with a Letter of Offer with minimum entry requirements or terms and conditions.

- b) The student needs to meet the terms and conditions/or minimum entry requirement stated of the Letter of Offer before commencing with Omni College.

**No Refund** means that the circumstances warrant that **no refund** will be paid to the student.

**Non tuition fees**, for a course, means an amount of money that:

- a) a provider receives, directly or indirectly, from:
  - a. an overseas student who is accepted for enrolment, or enrolled, in the course; or
  - b. an intending overseas student who intends to become, or who has taken any steps towards becoming, accepted for enrolment, or enrolled, in the course; or
  - c. another person who pays the amount on behalf of such an overseas student or intending overseas student; and
- b) are not tuition fees.

**Notification of provider default** means that the registered provider must give notices in accordance with this section if the provider defaults in relation to one or more overseas students or intending overseas students and a course at a location. The provider must notify, in writing, the Secretary and the TPS Director (via PRISMS) of the default **within 3 business days of the default occurring**. (Reference: Section 46 of the Act)

**Notification of student default** means that the provider must notify in writing, the Secretary and the TPS Director (via PRISMS) of the default **within 5 business days of default occurring**. (Reference: to Section 47 of the Act). This section continues to apply to a provider if the provider ceases to be a registered provider.

**Obligations on registered provider's** means where the provider has defaulted in relation to an overseas student or intending overseas student and a course at a location. The provider must discharge its obligations to the student, in accordance with Section 46D subsection (3), within the period (the provider obligation period) of **14 days after the default day**.

The provider discharges its obligations to the student if:

- a) both of the following apply:
  - a. the provider arranges for the student to be offered a place in a course in accordance with subsection (4) (at the providers expense).
  - b. the student accepts the offer in writing; or
- b) the provider provides a refund in accordance with subsection (6) (unspent pre-paid fees).

**OSHC** means Overseas Student Health Cover.

**Other fees** mean any additional fees excluding Administration fee, Tuition fees. All fees will be detailed fully in the Letter of Offer.

**Pre-paid fees** mean tuition fees received by a registered provider in respect of an overseas student or intending overseas student, in relation to a study period for a course to be provided by the provider before the student begins the study period.

**Refund** means the refund payable to the student, which depends on the circumstances.

**Study period** means the study period for the course set out in our written agreement. The written agreement may also detail the holiday period which is not included in the study period.

**Sufficient funds** always mean that we will ensure there are sufficient funds in the pre-paid account to repay all tuition fees of non-commenced students.

**Tuition fees** include fees for lectures, tutorials, tutoring sessions, training, excursions, fieldwork, laboratories, or practical experience that form part of the student's course (whether mandatory or not) or are intended to assist the student to progress in their course or are ancillary to the activities that form part of the student's course listed previously.

- a) means fees a provider receives, directly or indirectly, from:
  - a. an overseas student or intending overseas student; or
  - b. another person who pays the fees on behalf of an overseas student or intending overseas student: that are directly related to the provision of a course that the provider is providing, or offering to provide, to the student; and that are directly related to the provision of a course that the provider is providing, or offering to provide, to the student;
- b) includes any classes of fees prescribed by the regulations for the purposes of this paragraph; and
- c) excludes any classes of fees prescribed by the regulations for the purposes of this paragraph.

Further, for the purposes of paragraph (b) of the definition of tuition fees in section 7 of the Act, the class is prescribed if the fees are for:

- a) lectures, tutorials, tutoring sessions, training, excursions, fieldwork, laboratories, or practical experience, that:
  - a. form part of a course that the provider is providing, or offering to provide, to the student (whether or not they are a mandatory part of the course); or
  - b. are intended to assist the student to progress in such a course; or
- b) matters ancillary to the activities mentioned in paragraph (a).

**Non-tuition fees:** For the purposes of paragraph (c) of the definition of tuition fees in section 7 of the Act, the class is prescribed if the fees are for:

- a) books or equipment sold to the student; or
- b) health insurance; or
- c) administration; or
- d) accommodation (other than accommodation that the student occupies for a short time while undertaking training, excursions, fieldwork, or practical experience to which paragraph (2)(a) applies). or



- e) assisting the student to apply for or hold a student visa.

**Tuition Protection Service (TPS)** is an initiative of the Australian Government to assist international students whose Providers are unable to fully deliver their course of study. In the case of provider or student default, and in the unlikely event that we are unable to discharge our obligations to those students affected by the end of the provider obligation period, the Secretary and TPS Director will be contacted in writing. The TPS Director must provide the student with options for suitable alternative courses (if any such courses are available) or provide a refund for unexpended tuition fees – the TPS director will use a legislative instrument to calculate the unspent portion of pre-paid fees.

**Unexpended tuition fees** where the Provider has defaulted, means the tuition fees for a study period that has been paid for but not delivered by the Provider.

**Written agreement** means that the provider must enter into a written agreement with each overseas student or intending overseas student that:

- a) sets out the refund requirements that apply if the student defaults in relation to a course at a location
- b) meets the requirements (if any) set out in the national code. (Reference: Section 47B).

**Please Note:**

- Some of the above definitions are taken from the ESOS Act 2000. They are current at time of writing this document.
- Omni College must ensure that they review applicable legislation and regulatory requirements to maintain currency with requirements.

## 7. Fees

- 7.1 Fees may include tuition fee, non-refundable enrolment fee, material fee, books/materials, Health Cover (for international students), and any other charges such as re-issuance of qualification certificates / statements of attainment.
- 7.2 Tuition fees are directly related to provision of a course.
- 7.3 Tuition fees do not include the Overseas Student Health Cover (OSHC), enrolment fee, books and/or other materials required to undertake the program or compulsory activities where relevant (such as fieldwork or excursions).
- 7.4 All relevant fees are clearly mentioned in the International Enrolment Form, Letter of Offer and Acceptance Agreement for International Students.
- 7.5 Prior to a student enrolling, fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student, then any fee increases will be required to be paid for the extended component of the course. The new fees will apply to all New Enrolments/ Re-enrolments payments due from the published effective date.
- 7.6 Students need to pay for other fees and charges for Airport Pick-up, Repeat Unit Fee, Re-assessment Fee, Charge for Lost ID Card, Charge for Lost Certificate (Qualification Certificate and Record of Results/ Statement of Attainment) etc.
- 7.7 Tuition and other charges payable are as appended below:

- Tuition Fee Fees: As posted on the website and individual course flyers.
- Overseas Student Health Cover [OSHC]: Overseas Student Health Cover Single/Family: Omni College coordinates with a recognized provider of OSHC

#### 7.8 Other fees at Omni College (all prices in AUD):

Item Details	Fee
Enrolment Fee (Non-Refundable)	\$300
Re-Enrolment Fees (after cancellation of enrolment)	\$300
Re-Enrolment of Unit	\$300 Per Unit
Unit re-assessment for Theoretical units	\$ 250
Unit re-assessment for practical kitchen class unit.	\$ 500
Unit re-assessment due to plagiarism or other form of student misconduct	\$ 300
RPL	\$175 per Unit
Oxford English Placement Test	\$ 20 per test
Printing costs	\$ .12 per sheet (12 cents)
Administration Fee – Changes to enrolment Agreement (Change of CoE) E.g., Deferment of Enrolment	\$300
Re-issuing of Student ID	\$20
Re-issue of an Academic Transcript, Certificate, Diploma	\$50
Bank Charges	3% Surcharge (Transaction from Credit Card(s))*
OSHC Single/Family;	Will vary depending on the provider and at the time of application Charges
Late Fee Payment	\$50 per week/Maximum \$200/month
Bank charges for international transactions	AUD \$30 dollars shall be applied for all International Bank Transfers
Airport Pick-up (if requested)	AUD 150.00

\*Subject to credit card provider and bank.

**Materials Fee is not refundable if the student cancels the enrolment less than 28 days before course commencement.**

- 7.9 Tuition Fee: Tuition fee is the fee for studying your course. Omni College does not collect tuition fees exceeding 50% of the total tuition fees of each course upfront (if the course duration is more than 25 weeks) unless student has given permission to do so. Short courses with a duration of 25 weeks or less are not subject to the 50 per cent limit. Although Omni College is not required to collect full payment (100%) of tuition fees from the paying student, this may take place if the student requires Omni College to do so.
- 7.10 All students enrolled into a course who only pay 50 percent or lesser tuition fee upfront by mutual agreement, are liable for payment of the remainder of the course fee once they commence the course. If students withdraw and where refunds are not due and where balance of the course fee is owed to Omni College, students are required to remit the remainder of the course fee owed. Recovery of monies due to Omni College, will be initiated and if students fail to remit the remainder of the course fee, services of Debt collectors will be enlisted for recovery of outstanding dues.

7.11 Fees to be paid will be set out and agreed to by each student in their written agreement with the provider. Omni College will facilitate a payment plan with students for ease of payments, setting out when any remaining fees are due to be paid once the student starts their course and this will be mutually agreed upon and a payment plan signed by the student. **This is not to be construed as 'No Fees due', past a payment date under the instalment plan, if the student were to withdraw at any time after starting the course and where only a part payment for the course has been made.** Services of debt collectors may be utilised by Omni College at its discretion to recover amount due from students that owe monies to Omni College.

7.12 Your Tuition Fees may include the following:

- a) Invoiced tuition fees must be paid to Omni College and proof of payment must be confirmed before a Confirmation of Enrolment can be issued.
- b) Omni College is entitled to accept all tuition payments. However, should the intake be unavailable to the student after payment has been received, every reasonable effort will be made to accommodate the student in the next available intake.
- c) New students must pay the full amount of all invoiced tuition fees in cleared funds prior to issuing CoE.
- d) Re-enrolling/continuing students must pay the full amount of all invoiced tuition fees in cleared funds prior to reissuing CoE.
- e) After issuance of an original Academic Transcript or Statement of Attainment on completion of a program or part thereof, any requests for reissue of Qualification, Academic Transcript or Statement of Attainment will incur additional charges.

7.13 Process for Payment of Fees

- a) The signed student acceptance agreement with associated documentation must be submitted to Omni College with the payment of enrolment fee and other agreed initial payment for issue of CoE(s).
- b) eCoE will be provided once the student acceptance agreement has been completed in full and signed dated by student, initial payment (amount as stated on Letter of Offer) is settled in full and required document(s) is submitted.
- c) Students must have OSHC prior to arrival in Australia.
- d) If a course duration is for a period of 25 weeks or less, the tuition fees will be charged in full.
- e) We do not accept pre-paid tuition fees from any prospective student until a Student Acceptance Agreement has been signed.
- f) Student pre-paid tuition fees must be received before student commences the course.
- g) Invoice(s) to students will clearly detail the due dates for payment of tuition fees.
- h) Students may approach Omni College if they have circumstances that warrant an alternative payment structure being agreed. A payment plan may be warranted with several progressive payments.
- i) All refunds are to be approved by the RTO Manager.

## 8. Deferring Commencement

- a) Where an applicant elects to defer commencement of a Omni College program for which an Letter of Offer has been accepted (by payment of course fees), any tuition fees or deposits paid will be held for up to 6 months from the original commencement date, to be applied to the new commencement date, on the condition that the written application to

- defer commencement has been received from the applicant by Omni College **not less than 28 days prior to the original commencement date.**
- b) Every reasonable effort will be made to accommodate the applicant in a later course intake as per his or her choice. If the fee for the course to be attended is greater than that of the course originally selected, the applicant shall pay the balance in cleared funds to Omni College within a designated time frame.
  - c) **Once the 6-month period after deferment lapses the applicant would be required to re-apply to Omni College.**
  - d) **Student is entitled to deferral only once (1 term equalling to 3 months).** In the circumstance where a student elects to defer commencement more than once (for a valid reasonable reason), administrative charges (as mentioned in 7.8) may be charged.
  - e) Where a student has packaged their enrolment with English at other providers/Omni College, the deferral will be reviewed and will be subject to valid reason for further deferral.
  - f) **For a student who defers a course and then withdraw from the deferred course, the original Course Start Date before deferment(s) will be used as the Course Start Date for his/her refund calculation.**

## 9. Provider Default

9.1 Provider Default (International Students): This occurs when, a registered provider has defaulted in relation to an overseas student or intending overseas student and a course at a location if either of the following has occurred:

- a) the provider fails to start to provide the course to the student at the location on the agreed starting day.
- b) the course ceases to be provided to the student at the location at any time after it starts but before it is completed; and the student has not withdrawn before the default day. (Reference: Provider default Section 46A)
- c) To avoid doubt, a registered provider defaults if the provider is prevented from providing a course at a location because a sanction has been imposed on the provider under Part 6.
- d) A registered provider does not default, in relation to an overseas student or intending overseas student and a course at a location, if the provider fails to start to provide the course, or the course ceases to be provided, to the student because the student defaults in relation to the course under paragraph 47A(1)(c).

9.2 When the above happens:

- a) Omni College will notify the Secretary and the TPS Director of the default within 3 business days of the default occurring. Omni College will also notify students in relation to whom Omni College has defaulted.
- b) Omni College has 14 days after the day of the default (the provider obligation period) to satisfy Omni College tuition protection obligations to the student as set out in the section.
- c) Should the above arrangement not be suitable to the student, Omni College will arrange for its TPS process to promptly offer affected students a place in a suitable alternative course(s). The student's acceptance of the alternative course offer in writing will relieve Omni College from its obligation to refund all course money to the student. Percentage of fees, for training left to achieve will be refunded to the student.
- d) Omni College has 7 days after the end of the obligation period to give a notice to the

Secretary and the TPS Director of the outcome of the discharge of Omni College obligations.

- e) Additional information regarding TPS process is available on Omni College web site and TPS (<https://tps.gov.au/Home/NotLoggedIn>) web site or by contacting Omni College. The exception to the rule is detailed in ESOS Act Section 47A (1)(c).

9.3 In the case of Provider Default, if student selects to receive the refund of unexpended (not spent) tuition fee, the calculation of refund will be performed under section 7 of the Education Services for Overseas Students (ESOS) Act Specification 2014.

- a)  $\text{Weekly tuition fee} = (\text{total tuition fee for the course} / \text{number of calendar days in the course}) \times 7$ , rounded up to the nearest whole dollar.
- b)  $\text{Weeks in default period} = \text{number of calendar days from the default day to the end of the period to which the payment relates} / 7$
- c)  $\text{Refund amount} = \text{weekly tuition fee} \times \text{weeks in default period}$

## 10. Student Default

10.1 Student Default occurs when the overseas student or intending overseas student has defaulted in relation to a course at a location if:

- a) the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- b) the student withdraws from the course at the location (either before or after the agreed starting day); or
- c) the registered provider of the course refuses to provide, or continue providing, the course to the student at the location because of one or more of the following events:
  - a. the student failed to pay an amount he or she was liable to pay the provider, directly or indirectly, to undertake the course.
  - b. the student breached a condition of his or her student visa.
  - c. misbehaviour by the student.
  - d. the student fails to comply with the terms and conditions of the enrolment and the enrolment is cancelled by Omni College.
  - e. the student has not met the minimum requirements to commence subsequent courses

(Reference: Student default Section 47A). For an exception to paragraph (a), see ESOS Act Section 47A (2) For an exception to subparagraph (c)(iii), see ESOS Act Section 47A (3).

10.2 A student also defaults if they have been **refused a student visa Section 47 D (5) (b)**; and the refusal was a reason for one or more of the following acts or omissions by the student that directly or indirectly caused the student to default in relation to the course at the location:

- a) the student's failure to start the course at the location on the agreed starting day.
- b) the students' withdrawal from the course at that location.
- c) the student's failure to pay an amount he or she was liable to pay the provider, directly or indirectly, to undertake the course at that location. (Reference: ESOS Act Section 47D (5))

**Note:** a student does not default for failing to start a course on the agreed starting day if he/she does not start that course because the provider defaults in relation to the course at the location under subparagraph 46A(1)(a)(i).

10.3 Students are also deemed as defaulted in the case of visa refusal, due to misleading or fraudulent documents. this is not part of the written agreement and therefore cannot be covered by section 47D of the ESOS Act, the section of the ESOS Act in this regard is section 47E.

## 11. Refunds

11.1 The following are the guiding principles for approving and making refunds:

- a) The student or prospective student has been/will be provided a copy of the fees, charges and refund policy and acknowledges and agrees to the terms and conditions of the fees, charges, and refund policy on signing the student acceptance agreement (Reference: Letter of Offer and acceptance agreement).
- b) Requests for refund must be made in writing using the applicable form - the Withdraw/Refund Application Form.
- c) The application for refund will be reviewed by the RTO Manager as delegated and if warranted will be authorized for payment.
- d) Omni College will notify the Secretary via PRISMS of any students that complete their course early, transfer to another provider, defer or are suspended or have their enrolment cancelled or change the expected completion date of study.
- e) Omni College will provide a refund of the amount (if any) required by the student acceptance agreement entered with the students under section 47B. (Reference: Student default ESOS Act Section 47D (2))
- f) The format to be used to work out the amount of unexpended (not spent) pre-paid fees in this case is in accordance with the legislative instrument under subsection 47E (4).

Reason for Refund	Refund	Documents Submission
Student's application for a student visa unsuccessful (Initial visa refusal), Prior to the commencement of the course	Total course fee* minus the <b>lesser</b> of: (i) 5% of the amount of course fees received by the provider or (ii) \$500 Whichever is lower. *Course fees = tuition fees + non-tuition fees received by the provider in respect of the student	Refund Request Proof of Visa refusal

	<b>Enrolment Fee of \$300 is non-refundable.</b>	
Student's application for a student visa unsuccessful after commencing the course (such as those applying on shore)	<p>Unspent portion of the Fees.</p> <ul style="list-style-type: none"> <li>• refund amount = weekly tuition fees x weeks in default period.</li> <li>• No refund is payable for non-tuition fees.</li> </ul> <p>If in case the student has not pre-paid for the Units of competency already completed, the student needs to pay unpaid tuition fee.</p>	<p>Refund Request</p> <p>Proof of Visa refusal</p>
A student whose visa is cancelled during a study period OR student defaults or withdraws from course during visa processing but already commenced his/her course (Student default).	No refund including future courses	Proof of Visa cancellation or student visa breach.
Withdrawal more than 4 weeks prior to commence of studies at Omni College. This is not applicable for continuing courses.	Full refund, less A\$300 Enrolment Fee	<p>Withdrawal request</p> <p>Refund Request</p>
Less than 4 weeks from the commencement of the course	No refund including future courses	
Cancellation due non commencement	No refund including future courses	
Omni College withdraws offer, fails to provide program offered or terminates course Before Semester commences	Full refund	
Omni College fails to provide program after term commences	refund amount = weekly tuition fee* x weeks in default**period	
Should a Visa be refused due to misleading or fraudulent documents, and the information provided on application to Omni College is different	No refund including future courses	
Omni College has withdrawn its offer to applicant or cancels enrolment, where it was found that false or misleading or incorrect or incomplete information has been provided on application	No refund including future courses	

<p>Transfer to another Provider, prior to 6 months of the principal course, even if Omni College has approved the transfer/release.</p>	<p>No refund including future courses.</p>	
<p>If Omni College cancelled a student's enrolment due to student breaching the course progress requirements or other visa conditions such as non-payment of tuition fee.</p>	<p>No refund including future courses</p>	
<p>If a student is granted a deferment or temporary suspension of studies after the agreed start date of a "package of courses"</p> <p>OMNI COLLEGE will hold all fees paid in advance for the period of the suspension/deferment. If the student does not return or commence on the agreed date without the approval of OMNI COLLEGE, the student is deemed to have inactively withdrawn, and their enrolment will be cancelled.</p>	<p>No refund including future courses.</p>	

### 11.2 **Special Circumstances**

Refund Policy Special Conditions: At the discretion of the PEO, OMNI COLLEGE reserves the right, should circumstances arise, to increasing the amount of refund due and / or waiver the conditions after due consideration, the requirements for those students who are forced to withdraw for reasons of a compassionate and compelling circumstances, which are deemed to be reasonable and genuine such as:

- a) There is a death of a close family member of the student. To be considered, the death must be either, a parent, a grandparent, a sibling, a spouse or their child and the student must not have commenced the course. (Documentation is required to validate claim)
- b) Prior to course commencement, there is a major political upheaval or natural disaster in home country (this request for refund will be reviewed and considered by the RTO Manager, it is Chief Executive Officer's discretion whether to approve this request. (Documentation is required to validate claim)

Overseas Student Health Cover (OSHC): Where a student has had a visa refusal, the student is required to contact the Insurance Health provider to discuss refund of OSHC.

### 11.3 **Non-Refundable Items**

In the other following cases, there will be **no refunds** applicable:



- a) No refund will be made, **and the full course fee is payable where a student fails to complete, withdraws from, or does not commence OMNI COLLEGE program** (where they have not formally withdrawn), including where:
  - a. Such failure to complete, withdrawal or non-commencement results from changes to student's visa status, or
  - b. Failure to make payment within 20 working days of 'intention to report for non-payment of fees' letter, and subsequently the CoE is cancelled subject to any outcome from complaints and appeals. or
  - c. misbehaviour by the student

#### 11.4 **How to Apply for Refund?**

The following steps are to be followed:

**Step 1:** Complete the withdrawal/refund application form\*

This form can be download from Omni Colleges website [www.Omni.College.edu.au](http://www.Omni.College.edu.au) or you can get a copy on campus.

**Step 2:** Submit your complete withdrawal/refund form with supporting documents to Omni College Student Support Team. (Hard copy campus or via email to [support@omni.edu.au](mailto:support@omni.edu.au) ).

**Step 3:** Your withdrawal/Refund application will be processed by our Student Support Team in 5 business days. This time duration might be longer during peak seasons.

**Step 4:** Once your withdrawal/Refund application finalised, our Finance Department Team will contact you via your registered email address. Please check your email regularly.

#### **Note:**

Please ensure you fill in your withdrawal/refund form with all required detail, sign, and date accordingly. The incomplete form will delay the withdraw/refund process, which might further affect your refund payment.

#### 11.5 **How and when will a Refund be paid.**

- a) A refund will only be paid where a withdrawal/refund application form has been completed and processed in favour of the student. This form **MUST** be filled, signed, and dated by a student in person. Supporting evidence(s) **MUST** be provided to validate the withdraw/refund request.
- b) All sections of the refund application form must be completed by the student and signed and dated, associated documentation is required to facilitate approval for refund.
- c) Students eligible refund will be made to his/her nominated bank account indicated on his/her valid withdrawal/refund application. No refund will be paid to a third party unless it is indicated at the time the withdrawal/refund application is lodged. However, if a student paid his/her fee through credit card, the eligible refund will be paid back to that credit card, and credit card surcharge is non-refundable.

- d) The signature of student will be matched to student’s signature on file and if different, the refund will not be processed.
- e) Should the form and associated documentation be incomplete this may delay the processing of claim for refund.
- f) Once the completed refund claim form is received, it will be assessed and the refunds due to the student will be paid within 4 weeks (28 days) of receiving completed written application on the appropriate form with associated documentation.
- g) All refund will be made in Australian Currency only. Bank charges for refund will be deducted from the refund amount. Omni College is not responsible for any transaction loss because of currency exchange fluctuations, delays, or loss of refund in transit (due to incorrect bank detail provided by a student).
- h) If a student is dissatisfied with Omni College’s decision in relation to their refund request the student may lodge an appeal under the Complaints and Appeals Policy and Procedure.

**Note:**

A student may elect to have any unexpended pre-paid tuition fee transferred to an alternative Omni College program if he/she has an approved application for the alternative Omni College program. However, the transfer request must be lodged within the stipulated timelines from the course start date of enrolled course. And this transfer of fees is non-refundable and cannot be transferred again to another alternative Omni College program.

**12. Reporting Procedures**

Reporting for Tuition Protection Service (TPS) Framework			
Action	To Whom	By Whom	When
Additions and deletions of courses and qualifications from the College’s scope of registration	Notify the TPS by way of changes to Scope through ASQAnet for PRISMS and CRICOS register.	RTO Manager	When it occurs
variations in fees and length of courses and qualifications	Notify the TPS by way of changes to Scope through ASQAnet for PRISMS and CRICOS register.	Admissions Officer	When it occurs
Omni College pays the annual TPS Levy when it is due.	TPS Director	CEO/PEO	Mid May of every year
Omni College Default	TPS & students in relation to whom it has defaulted. The	RTO Manager	<ul style="list-style-type: none"> <li>• 3 business days.</li> <li>• Omni College has 14 days after the day of the default (the provider</li> </ul>

	notices must be in writing and meet the requirements of section 46B.	/CEO /PEO	obligation period) to satisfy its tuition protection obligations to the student. <ul style="list-style-type: none"> <li>• Omni College has 7 days after the end of its obligation period to give a notice to the Secretary and the TPS Director of the outcome of the discharge of its obligations. This notice must comply with the requirements of section 46F.</li> <li>• If Omni College does not meet its obligations, affected students may be assisted by the TPS Director.</li> </ul>
Student Default, The student default is confirmed after internal or external complaints and appeals process is completed.	TPS through PRISMS.	RTO Manager /CEO /PEO	<ul style="list-style-type: none"> <li>• 5 Business Days. The notice must be in writing and comply with the requirements of section 47C.</li> <li>• provide a refund in accordance with the requirements under either section 47D or 47E of the ESOS Act, depending on which section applies to the circumstances of the default situation.</li> <li>• pay the refund within the period (the provider obligation period) of 4 weeks after the day specified in section 47D or 47E, depending on which section applies to the circumstances of the default situation.</li> <li>• 7 days after the end of your obligation period to give a notice to the Secretary and the TPS Director of the outcome of the discharge of its obligations. This notice must comply with the requirements of section 47H.</li> </ul>

### 13. Privacy Conditions

13.1 Access to personal information about the student may be shared between Omni College and the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. This information includes personal and contact details, course enrolment details and changes, and the circumstances of any suspected breach by the student of a visa condition.

13.2 It is a condition of enrolment at Omni College that the student agrees for Omni College to obtain a credit report from a credit reporting agency which may contain personal credit information about the student in relation to credit provided by Omni College. This is to:

- a) assess an application by the student; and/or

- b) notify other credit providers or training institutions of a default by the student; and/or
  - c) exchange information with other credit providers as to the status of the student's credit account, where the student is in default with other credit providers; and/or
  - d) assess the credit worthiness of the student.
- 13.3 It is a condition of enrolment that the student consents to Omni College obtaining a consumer credit report to collect overdue payment on commercial credit (Section 18K(1)(h) Privacy Act 1988).
- 13.4 It is a condition of enrolment that personal credit information obtained may be used and retained by Omni College for the following purposes and for other purposes as shall be agreed between the student and Omni College or required by law from time to time:
- a) to obtain a consumer credit report about the student; and/or
  - b) to allow the credit reporting agency to create or maintain a credit information file containing information about the student
  - c) analysing, verifying and/or checking the student's credit, payment and/or status in the continuing relationship between the student and Omni College; and/or
  - d) processing of any payment instructions, direct debit facilities and/or credit facilities requested by the student; and/or
  - e) enabling the daily operation of the student's account; and/or
  - f) the collection of amounts outstanding on the student's account in relation to the services.

#### **Important Note**

- **Omni College reserves the right to amend this policy at any time; the amendments will be for the purpose of continuous improvement of Omni College operations and may affect the student in some way, shape or form.**
- **This policy and the "written agreement" Letter of offer does not remove the right of a student to act under Australia Consumer Protection Law.**

#### **14. References**

1. Standards for Registered Training Organisations 2015 - Clauses 5.3,5.4 and 7.3.
2. Standards 2 and 3 of National Code 2018.
3. ESOS Act 2000 - Explanatory Statement - Education Services for Overseas Students
4. For Calculation of Refund - Specifications 2014, ESOS Regulations 2019; Section 46 and 47 of ESOS Act
5. Tuition Protection Service

End of Fees, Charges and Refund Policy & Procedure

## ACADEMIC PROGRESS, COMPLETION AND ATTENDANCE POLICY (VET COURSES)

### 1. Purpose and Legislative Background

This policy provides a documented process for monitoring students’ academic progress and completions, with a view to ensure completion within the expected CoE duration and the consequent procedures for reporting to the relevant Immigration and Education departments of international students’ unsatisfactory performance.

This policy has been developed to satisfy the requirements of The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as ‘the National Code 2018’ Standard 8 - Overseas student visa requirements.

### 2. Scope

This policy applies to all overseas students current and prospective as well as those continuing study. This policy is relevant to Omni College as a registered training organisation, required by the regulators and Australian Department of Home Affairs to report upon students’ academic progress, rather than attendance. *Within this policy are policy items (Section 4.5 Attendance Monitoring) for attendance monitoring requirements should Omni College be required by ASQA to use attendance-based monitoring now or in the future. (8.10)*

The attendance of each student enrolled with Omni College will be monitored closely to ensure there is full-time study activity, as attendance is necessary for satisfactory academic progress. However, the Progress, Completion and Attendance Policy does not require Omni College to report unsatisfactory attendance under the conditions of the overseas student visa.

### 3. Definitions

Academic performance	Assessment of competency as students’ progress through the qualification.
CoE	Confirmation of Enrolment.
Course	Refers to the specific course a student is enrolled
Intervention Strategy	<ul style="list-style-type: none"> <li>• Systematic plan of action consciously adapted to address and reduce the causes of academic failure to complete studies within the course duration.</li> <li>• Intervention strategy as devised by the Training Coordinator.</li> </ul>
At Risk	“At Risk” student is a student who is considered as not (or potentially not) meeting academic progress for any reasons, including:

		<ul style="list-style-type: none"> <li>• where the student has failed or is not deemed Competent in 50 percent or more of the units attempted in any study period.</li> <li>• fails a prerequisite unit in a term/ study period.</li> </ul>
Satisfactory academic progress		Attending scheduled classes and successfully completing all assessments and obtaining a Competency (C) in all the units in the prescribed study period.
Unsatisfactory academic progress		Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that term/ study period.
Academic Support Officer		Person at Omni College, who monitors the academic progress based on the results compiled and entered on SMS.
Unit		Unit of Competency.
VET		Vocational Education and Training.
SMS		Student Management System used by Omni College.
Study Period		A study period is the regular scheduled term of study between study breaks, often of 11 weeks duration.
Satisfactory course attendance		Defined as successfully attending at least 80% of the schedule classes during the study period.

#### 4. Policy statement

The monitoring of and awareness of student progress plays an essential role in ensuring that international students experiencing academic difficulties and who are at risk of not satisfactorily completing a course of study can be identified and provided with appropriate academic support and counselling and access to appropriate student services.

All overseas students are clearly informed about the requirements to achieve satisfactory academic progress and, where applicable, attendance in each study period, prior to their commencement in any course.

##### 4.1 Course completion within the expected duration of study

4.1.1 Omni College is required to manage student's course progress and workload to ensure they complete within the specified timeframe as outlined in the Confirmation of Enrolment (COE) and in accordance with the CRICOS registered course curriculum.

4.1.2 In addition, Omni College must monitor each student's enrolment to ensure: they undertake no more than one-third of their course Online or by Distance learning and are enrolled in at least one face to face subject in each compulsory study period, unless the student is completing the last unit of their course.

#### 4.2 Monitoring and tracking academic progress and completion

4.2.1 Omni College maintains and tracks academic progress via the Results and the Student Management System (SMS). Alerts and warnings are communicated to the Students by the Academic Support Officer.

4.2.2 Each course is setup within the SMS, with the required units, timeframes, delivery methods and sessions for delivery.

4.2.3 Students are enrolled into the course and a Class Schedule is provided to the student on the orientation day, this includes all term breaks, and **each term is a study period**.

4.2.4 The class schedules for each term/ study period are then monitored to ensure that students are meeting the minimum 50% competency requirement and are achieving satisfactory academic progress.

4.2.5 Assessors forward the results for their respective students for updating the Results and the SMS at the end of each Unit.

4.2.6 The academic support officer(s) notify the students via SMS in case they are deemed 'Not Competent' for any unit of study during the term/ study period advising them to contact the trainer/ assessor for clarity on the assessment requirements and a resubmission.

4.2.6 **Academic progress is then monitored & intervened via the reports from the SMS as per the Intervention Policy & Procedures.**

4.2.7 Students' intake that does not align with the semester start dates will have their academic progress assessed for the duration remaining in the compulsory study period, for example: student begins in midterm shall have their academic progress monitored for units of competence in the remaining weeks of that term. If the student commences the course after the midterm intake start date, that period will not be taken into consideration during the calculation of meeting satisfactory academic progress requirements for that study period.

#### 4.3 Reporting for unsatisfactory academic progress

4.3.1 Omni College will only report unsatisfactory academic progress on PRISMS and advise Australian Department of Home Affairs if:

- a) All internal and external complaints/appeals processes have been completed and the decision or recommendation supports Omni College as the registered provider, or
- b) the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period, or
- c) the overseas student has chosen not to access the external complaints and appeals process, or
- d) the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.

4.3.2 Only when the above criteria are met the student's case may be referred to the Administration Coordinator for cancellation of CoE, thereby notifying the Australian Department of Home Affairs of the student's breach.

4.3.3 In instances of misconduct and allegations of misconduct these are addressed in the Student Behaviour Policy.

#### 4.4 Attendance monitoring

Omni College trainers will monitor student attendance, participation, and progress. Trainers will advise Student & Academic Support Officer in a timely manner if the student is identified as requiring academic support and/or counselling.

**Omni College may be required by ASQA to use attendance-based monitoring now or in the future in addition to academic progress monitoring. This would be as a condition of Registration and certain action are required by Omni College which are enumerated below in succeeding paragraphs.**

***(Please note this is relevant only if ASQA have the monitoring of minimum attendance requirements set as a condition of RTO registration. Where this is not the case at the present time, disregard this section 4.4- Attendance Monitoring and 4.5 - Reporting for unsatisfactory attendance. All students and Staff will however be communicated as and when this condition is imposed as a condition of registration prior to implementing this requirement.)***

4.4.1 Whereby directed by ASQA as the ESOS Agency, it is a student visa requirement for overseas students to attend campus for a minimum of 80% of the scheduled course contact hours.

4.4.2 If it required by ASQA to monitor overseas student attendance, monitoring and recording attendance of the overseas student, will be conducted.

4.4.3 Policy items and processes for attendance monitoring requirements:



- a) Student attendance and participation in scheduled classes is monitored in accordance with ASQA requirements. Where students do not attend classes regularly, they would be sent warning letters notifying them of consequences including cancellation of enrolments based on “Student Inactively Notified Cessation of Studies”. This clause is also used where no information has been received from the student, but the student just fails to return after an arranged holiday break, suspension, or deferment.
- b) Upon identification that a student has not attended the classes without any notification for any grounds for compelling and compassionate circumstances, Omni College will notify students at the end of 2nd week requiring them to come and meet the student & academic support team and the trainer. This is to assist overseas students who are at risk of not being able to complete their course within the nominated duration (including from their participation in tuition activities). If the student does not respond and continues to absent himself/herself even after 4 continuous weeks, the enrolment will be cancelled, the reasons for cancellation will be stated as “student inactively notifies cessation of studies at Omni College”.
- c) “Students inactively notifies cessation of studies at Omni College” is also applicable where no information has been received from the student, but the student just fails to return after an arranged holiday break, suspension, or deferment. The status of the CoE will result in the status of the CoE for the student changing to ‘Cancelled’.

#### 4.4.4 Processes for attendance monitoring requirements:

- a) Each students’ attendance is recorded and calculated over the period of a term/study period using information from class attendance sheets which are input to the SMS.
- b) Using this information in the SMS, the weekly attendance records are reviewed, and a report is generated to identify Students at risk of not satisfying attendance requirements.
- c) The student identified as being at risk are notified by email. This notification is recorded in the SMS against the contacted students’ contact log.
- d) Should the student be absent for five consecutive days absent without prior approval, they will be contacted by email and may also be phoned to initiate an intervention process and book an intervention interview. The first warning Letter will warn the student of the imminent risk of reaching attendance percentages under the 80% minimum rate.
- e) If a second five consecutive days absence occurs without prior approval or having reached attendance levels close to a minimum of 80%, the student is sent a 2nd warning letter calling for a meeting. At the meeting, discuss the reasons for continuing unsatisfactory attendance and discuss further intervention required. Amend the Intervention Plan as required. Advise the student that if their attendance drops below 80%, they will receive a Final Warning Letter/Notice of Intention to Report for Unsatisfactory Course Progress.
- f) Students who will be falling attendance percentages will be notified by email a minimum of two times before their attendance level reaches the 80% minimum. In each contact the Attendance Reminder Notice issued will include:
  - i. a request that the student contact student support staff for assistance in getting back on track with the options for intervention processes and any other assistance that may be viable.

- ii. a statement explaining that Omni College is obligated to monitor attendance and notify the Australian Department of Home Affairs of students with attendance below 80%, which may ultimately result in the cancellation of the student's visa.
- g) If a review of a student's attendance record show that even if the student attends classes every day for the rest of the terms, their attendance will not meet the 80% requirement.
- h) Issue a Notice of Intention to Report for Unsatisfactory Attendance of Omni College intention to notify DHA via PRISMS.
- i) Do not report students where the student provides the necessary documentation to show that their attendance was affected by compassionate or compelling circumstances. In some instances, the student's studies may be suspended as per Omni College Deferral, Suspension and Cancellation Policy and Procedure.
- j) Advise the student of the process for appealing against this decision via Omni College's Complaints and Appeals process and that they have 20 working days to decide if they wish to appeal the decisions.

4.4.5 Australian Department of Home Affairs will be notified only after the student has received an Intention to Report Letter and is subject to the outcome of any appeals, which is in favour of reporting the student to the DHA.

4.4.6 If the student uses the 20-day period after receiving an Intention to Report Letter to appeal and is successful, Australian Department of Home Affairs will not be notified at this time, however the attendance breach, all correspondence and appeal process will be recorded and retained. Future appeal processes for unsatisfactory attendance will review this information to make decisions on whether to report the student to Australian Department of Home Affairs.

4.4.7 Omni College may decide not to report the overseas student for breaching the attendance requirements if the overseas student is still attending at least 70 per cent of the scheduled course contact hours and is maintaining satisfactory course progress.

#### 4.5 Reporting for unsatisfactory attendance

4.5.1 Omni College will only report unsatisfactory attendance in PRISMS and advise Australian Department of Home Affairs, if:

- a) All internal and external complaints/appeals processes have been completed and the decision or recommendation supports Omni College as the registered provider, or
- b) the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period, or
- c) the overseas student has chosen not to access the external complaints and appeals process, or
- d) the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.

4.5.2 Only when the above criteria are met the student's case may be referred to the Administration Coordinator for cancellation of CoE and thereby notifying the Australian Department of Home Affairs of the student's breach.

#### 4.6 Extension to course duration

4.6.1 Omni College will only extend the duration of the student's study where the student is assessed as not being able to complete the course within the expected duration, as specified on the students COE, as the result of (8.16):

- a) Compassionate or compelling circumstances as assessed based on demonstrable evidence, or.
- b) Implementing or being in the process of implementing, an Intervention Strategy for students who are at risk of not meeting satisfactory academic/ course progress, or.
- c) Approved deferment or suspension of study has been granted in accordance with Standard 9 (see Deferral Suspension Cancellation Policy).

All Intervention Strategies or Extensions will be assessed individually, considering the circumstances of the student.

4.6.2 Except in the circumstances listed above, the expected duration of study specified in the students COE must not exceed the CRICOS registered course duration.

4.6.3 If an extension to the duration of the student's enrolment is granted, Omni College will advise the student in writing of this decision and of the need for the student to contact Immigration immediately for advice on any potential impacts on their visa, including the need to obtain a new visa.

#### 4.7 Publishing and dissemination of course progress monitoring

4.7.1 Course Progress Monitoring information will be published in all student information so that students and/or future students will be notified of:

- a) The requirements for achieving satisfactory academic/ course progress.
- b) The process for assessing satisfactory academic/ course progress.
- c) The Intervention strategies that will be implemented for students at risk of failing to achieve Satisfactory academic/ course progress.
- d) The process for determining the point at which the student has failed to meet Satisfactory academic/ course Progress.
- e) Procedure for notifying students that they have failed to meet satisfactory academic/ course progress requirements.

4.7.2 Omni College will also make this policy and intervention strategy readily available to staff and will instruct trainers and student service staff appropriately.

## 5. Responsibilities

Role within RTO	Area of responsibility
Director/CEO	Approval Authority
RTO Manager	Development / Review and Compliance
Training Coordinator	Implementation, Monitoring and Evaluation
Student Administration	Complaints and Appeals

## 6. Related legislation and regulations

Education Services for Overseas Students (ESOS) Act 2000; The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as 'the National Code 2018' Standard 8 Standards for Registered Training Organisations.

## 7. Related policies & documents

The following are the related policies and documents for academic progress, completion and attendance policy:

- a) Student Intervention Policy
- b) The Progress reports from the SMS
- c) 'Unsatisfactory Academic Progress' 1st Warning
- d) 'Unsatisfactory Academic Progress' 2nd Warning
- e) 'Intention to report - Unsatisfactory Academic progress' Letter
- f) Reassessment Approval letter
- g) Intervention Strategy Form
- h) Complaints and Appeals Form
- i) Academic Progress Report letter
- j) Attendance Reminder Notices and other warning letters. [Where section 4.5 Attendance Monitoring is relevant]

## 8. Management Action and Responsibility

*The policy must be approved by the CEO before it takes effect.*

End of Academic Progress, Completion and Attendance Policy

## ASSESSMENT POLICY (APPLICABLE FOR VET COURSES)

### Assessment Policy

#### 1. Purpose and Legislative Background

Omni College is committed to providing quality training and assessment in according to clauses 1.8-1.13 of Standard 1 of Standards for Registered Training Organizations (RTOs) 2015. As such, Omni College is required to implement an assessment system that ensures assessments (including recognition of prior learning) comply with the assessment requirements of national Training Packages and VET Accredited courses within its scope of registration.

This policy ensures Omni College assessment practices comply with SRTOs, provides Omni College assessors with clear information on assessment processes and evidence requirements, and ensures that assessments are conducted in accordance with the principles of assessment and rules of evidence.

#### 2. Policy Statement

Omni College offers assessment opportunities to all enrolled students. Omni College is committed to ensuring that all assessment is conducted in a fair and equitable manner, meeting the requirements of the relevant Training Package, industry expectations and standards.

Omni College applies flexible assessment options, which recognize the diversity of individual student needs and circumstances, facilitating wherever possible the realization of their learning and vocational goals.

Omni College ensures that:

- all assessment options and processes implemented follow competency-based assessment and Training Package requirements.
- all assessments ensure the integrity of the VET system.
- assessment complies with the Principles of Assessment (POA) as prescribed in the Standard for RTOs.
- evidence submitted for assessment is assessed in accordance with the Rules of Evidence (ROE) as prescribed in the Standard for RTOs; and
- all assessments are conducted by individuals who meet the necessary requirements as noted in the Standards for RTOs.

#### 3. Definitions

3.1 The following words and expressions have the following specific meaning, as in the Standards for Registered Training Organisations (RTOs) 2015.

**Assessment** means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or VET accredited course.

**Assessment system** is a coordinated set of documented policies and procedures (including assessment materials and tools) that ensure assessments are consistent and are based on the Principles of Assessment contained in Table 1.8-1 and the Rules of Evidence contained in Table 1.8-2.

**Competency** means the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.

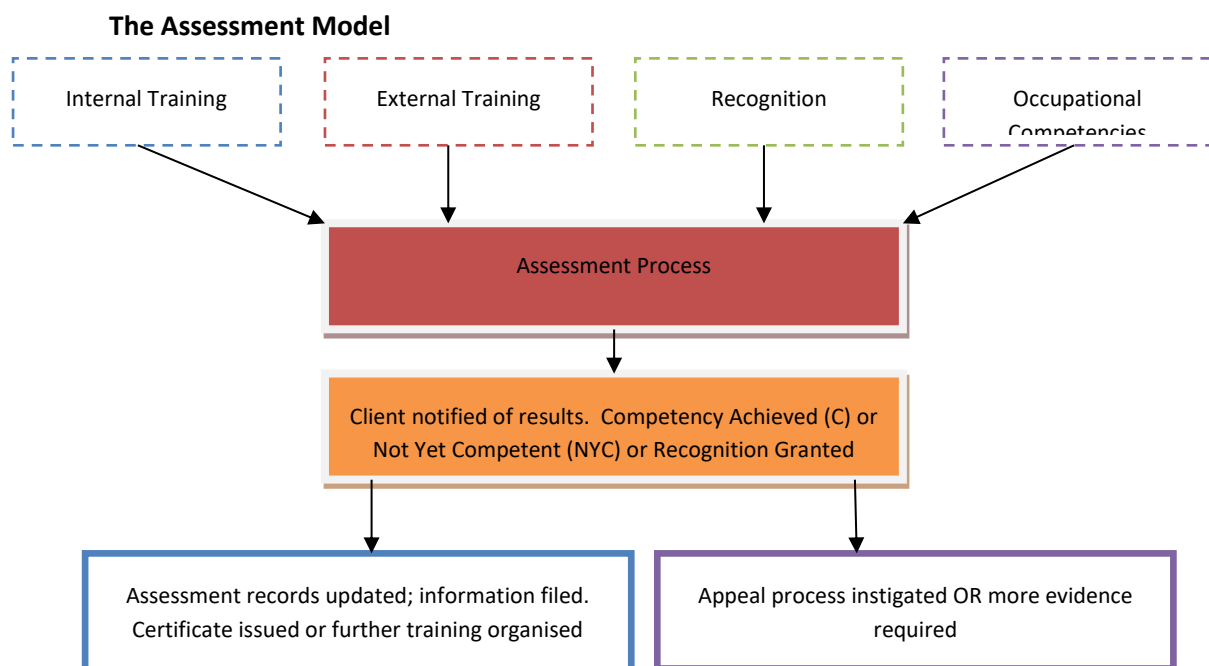
**Recognition of Prior Learning (RPL)** means an assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.

- a) formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma, or university degree).
- b) non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business); and
- c) informal learning refers to learning that results through experience of work-related, social, family, hobby, or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).

## **4. Policy Principles**

### **4.1 Underpinning Principles**

- a) Competency based assessment is a system of collecting evidence, about a person's performance to a pre-set competency standard with emphasis placed on what a person can do (the outcome) rather than comparing a person's achievement to others. There is no concept of pass or fail, only competent (C) or not yet competent (NYC). The training is focused and allows for greater participation of the student in the assessment process.



b) Three levels of assessment:

Various levels of assessment may be used, including:

- a. Diagnostic also known as pre-assessment provides information about prior knowledge and skills. This baseline information may diagnose a problem or training requirement.
- b. Formative assessment assists and supports training by monitoring and advising students of their performance and rate of progress against the training outcomes. This provides feedback to the student, supervisor and trainer on what development activities are needed to achieve the required competencies. Assessment accumulates.
- c. Summative assessment evaluates of achievement of the Training outcome. Often conducted in the workplace, summative assessment confirms achievement of the competency requirements. Assessment culminates.

c) Assessment modes may include:

- a. On-the-job
- b. As part of training
- c. Off-the-job (Simulation)
- d. Completion and submission of assignments / work projects
- e. Recognition of Prior learning (RPL)

d) Evidence gathering methods commonly used by Omni College may include, but are not limited to:

- a. Projects
- b. Written Assignments
- c. Workplace assignments

- d. Workplace performance
  - e. Documentation
  - f. Demonstration
  - g. Questioning
  - h. Role play
  - i. Simulation
  - j. Oral presentations
  - k. Written tests
  - l. Portfolio
  - m. Third party reports.
- e) Assessment is carried out in accordance with the requirements of the relevant Training Package, on a consistent and timely basis to ensure that learning has taken place and that students have acquired the knowledge and skills required to demonstrate competency.
- f) All assessments will be recorded in accordance with Omni College Records Management Policy and procedures using appropriate documentation and Student Management System (SMS).
- g) Assessment outcomes will be recorded and securely maintained in both electronic and manual systems.
- h) feedback is provided to students and includes the assessment outcome and guidance for further learning and assessment (as appropriate).

#### **4.2 Special Considerations**

- a) Students who experience unforeseen circumstances or have special needs that affect their performance in an assessment may be eligible to apply for a special consideration and reasonable adjustment to assessment.
- b) Special consideration may apply to students who during training or assessment experience one of the following circumstances:
- a. Serious illness or psychological conditions for example, hospital admission, serious injury, severe anxiety, or depression (requires doctor's certificate).
  - b. Bereavement.
  - c. Hardship/Trauma for example, victim of crime, sudden unemployment.
  - d. Other exceptional circumstances (to be assessed on application).
- c) Students wishing to apply for Special consideration in the above circumstances may do so by discussing their circumstances with Training Manager Omni College.
- d) Approved applications for Special consideration may be subject to one of the following outcomes:
- a. Extension of submission date (not beyond 6 months).
  - b. Deferred Assessment.
  - c. Additional assessment.



- d. No action.
- e. Withdrawal from course without penalty.
- f. Resubmit/reassessment; or
- g. Opportunity to recommence course, dependent on availability on another date.

#### 4.3 Reasonable Adjustments to assessment

- a) Students have the right to apply for and receive adjustment to assessment activities to accommodate individual/special needs.
- b) Adjustments to assessment cannot compromise the integrity of assessment, elements, and performance criteria of the unit of competency.
- c) Adjustments to assessment will not provide an unfair advantage / disadvantage to students.

#### 4.4 Assessment Submission

- a) All assessments submitted must include a completed assessment cover sheet, for student identification and disclaimer purposes.
- b) Assessments must be submitted by students within the assessment submission timeframe, i.e., within one (1) after the unit end date as per the timetable.
- c) Students who wish to submit assessment after the given timeframe may need to apply for reassessment &/or re-enroll in the course paying the scheduled course fee at the time.
- d) Students are allowed two chances to be “reassessed” for an assessment which has previously been deemed “Not Yet Competent” without any charges. Fees may apply for a third chance to be reassessed, at the discretion of Training Manager/ Coordinator of Omni College.
- e) Students must undertake further learning and possibly re-enroll, therefore paying a further course fee if they have exhausted all three (3) chances to be Reassessed for any Unit of Competency and are still deemed “Not Yet Competent” for any Unit of Competency.

#### 4.5 Principles of Assessment

Assessments are conducted in accordance with the Principles of Assessment as prescribed in the Standards for RTOs. Below is an excerpt from the Standards for RTOs 2015 as below:

<b>Fairness</b>	<p>The individual learner’ [s needs are considered in the assessment process.</p> <ul style="list-style-type: none"> <li>• Where appropriate reasonable adjustments are applied by the RTO to consider the individual learner’s needs.</li> <li>• The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.</li> </ul>
<b>Flexibility</b>	<p>Assessment is flexible to the individual learner by:</p> <ul style="list-style-type: none"> <li>• Reflecting the learner’s needs.</li> </ul>

	<ul style="list-style-type: none"> <li>Assessing competencies held by the Learner no matter how or where they have been acquired; and</li> <li>Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.</li> </ul>
<b>Validity</b>	<p>Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.</p> <p>Validity requires:</p> <ul style="list-style-type: none"> <li>Assessment against the unit/s of competency and the associated assessment requirement covers the broad range of skills and knowledge that are essential to competent performance.</li> <li>Assessment of knowledge and skills is integrated with their practical application.</li> <li>Assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and</li> <li>Judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessments requirements.</li> </ul>
<b>Reliability</b>	Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

#### 4.6 Rules of Evidence

Assessments are conducted ensuring compliance with the Rules of Evidence (ROE) as prescribed in the Standards for RTOs. Below is an excerpt from the Standards for RTOs 2015 as below:

<b>Validity</b>	The assessor is assured that the learner has the skills, knowledge, and attributes as described in the module or unit of competency and associated assessment requirements.
<b>Sufficiency</b>	The assessor is assured that the quality, quantity, and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
<b>Authenticity</b>	The assessor is assured that the evidence presented for assessment is the learner's own work.
<b>Currency</b>	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

#### 4.7 Assessor Requirements

All assessments are undertaken by suitable qualified Assessors who have both assessor competencies and vocational competencies at least to the level being assessed, and as prescribed in Standard 1 and Schedule 1 of the Standards for RTOs 2015.

#### **4.8 Assessment Resources**

- a) Assessment resources are developed in consultation with industry experts or procured from VET resource developers.
- b) Assessment tools are the resources used by assessors to identify and record the skills and knowledge students must demonstrate to be deemed competent in a unit/module.
- c) Assessment tools are crucial for the accurate and consistent assessment of students against competency standards.
- d) Assessment tools are required as evidence of assessment and must be retained on record as proof that a person was assessed as competent, for a minimum period of six (6) months.
- e) Assessment tools consists of:
  - a. Instructions for students.
  - b. Instructions for assessors.
  - c. Assessment instruments.
  - d. Pre assessment briefing.
  - e. Assessment checklists; and
  - f. Assessment outcome Summary.

#### **4.9 Assessment Validation**

Omni College assessment policies, processes, resources, and outcomes are validated regularly. (See Validation Policy)

#### **4.10 Assessment Marking**

- a) Assessments are not graded.
- b) Assessments are assessed/marked in order of submission date.
- c) When marking assessments, Assessors will make comments and provide genuine feedback for the entire assessment.
- d) Students are notified of assessment outcomes within two (2) weeks of submission.

#### **4.11 Assessment Decisions and Outcomes**

- a) Assessment outcomes are recorded as one of the following:
  - a. Competent (C) - Students are deemed 'competent' when they have consistently demonstrated their skills and knowledge to the standard required in the workplace, for a full unit/module.

- b. Not Yet Competent (NYC) – Students are deemed ‘Not Yet Competent’ when they are unable/have not demonstrated appropriate levels of competence in accordance with the minimum performance standards for a full unit/module.
- b) Students assessed as ‘Not Yet competent’ shall receive feedback and guidance from the Assessor and may be required to undergo further training before re-assessment.

#### **4.12 Assessor Code of Conduct**

All Omni College Assessors abide by the following code of conduct. The Code of Conduct below is based on the international standards and the ethics & practices that are described in the Training and Education Training Package 2016.

- a) The differing needs of students will be identified and handled with sensitivity.
- b) Conflict of interest in the assessment process will be identified with appropriate referrals made to the operations manager when identified.
- c) All forms of harassment will be managed throughout the planning, conduct, reviewing and reporting of the assessment outcomes as per the Access and Equity Policy.
- d) The rights of the student are protected during and after the assessment.
- e) Personal or interpersonal factors that are not relevant to the assessment of competency must not influence the assessment outcomes as per the Complaints and Appeals Policy.
- f) The student is made aware of rights and processes of appeal.
- g) Evidence that is gathered during the assessment is verified for validity, reliability, authenticity, sufficiency, and currency.
- h) Assessment decisions are based on available evidence that can be accessed and verified by another assessor.
- i) Assessments are conducted within the boundaries of the assessment system policies and procedures.
- j) Formal agreement is obtained from both the student and the assessor that the assessment was carried out in accordance with the procedures briefed before the commencement of the assessment.
- k) Assessment tools, systems, and procedures are consistent with equal opportunity legislation.
- l) Prior to the assessment the student is informed of all assessment reporting processes and all known potential consequences of decisions arising from the assessment.
- m) Confidentiality is maintained regarding assessment results and are only released with the written permission of the student.
- n) The assessment results are used consistently with the purpose explained to the student.
- o) Self-assessments are periodically conducted to ensure current competencies against the Training and Assessment Competency Standards.
- p) Professional development opportunities are identified and sought by assessors.
- q) Opportunities for networking amongst assessors are created and maintained with technical assistance in planning, conducting, and reviewing assessment procedures and outcomes.

#### **4.13 Recognition of Prior Learning**

All students are offered access to Recognition of Prior Learning (RPL), Recognition of Current Competency upon enrolment. (See Recognition & Credit Policy)

#### **4.14 Plagiarism, Cheating and Collusion in Assessment**

- a) Plagiarism, cheating and collusion in assessment are expressly prohibited.
- b) Students cannot submit any piece of work for assessment that is not entirely their own work.
- c) Students cannot assist other Omni College students with assessed work.
- d) Students cannot accept assistance from other Omni College students with assessed work.
- e) Students cannot submit the same piece of work for assessment, as another learner/student of Omni College.
- f) All cases of plagiarism, cheating and collusion are treated as a serious matter and will be reviewed and treated on a case-by-case basis.
- g) Depending on severity and circumstances, penalties of plagiarism, cheating and collusion may include one or more of the following (i.e., sanctions may not be discrete):
  - a. Completion and resubmission of a new assessment task; and/or
  - b. All parties receiving a “Not Yet Satisfactory” result for the assessment task; and/or
  - c. Verbal or written warning; and/or
  - d. Suspension or expulsion from the course.
- h) Student records will be noted with all investigated and proven incidents.
- i) All incidents will be reviewed by the CEO Omni College.

### **5. Omni College Responsibilities**

#### **5.1 Training Manager/ Coordinator**

Training Manager/ Coordinator is responsible for ensuring assessments comply with the requirements of National Training packages, the current AQF Handbook and the Standards for Registered Training Organisations and that they are within the current scope of registration.

The Training Manager/ Coordinator Omni College must ensure the assessment process is open, structured, consistent, and comprehensive incorporating feedback to the student on the outcomes of the assessment process, as well as information regarding the appeals procedure and guidance on other options.

The Training Manager/ Coordinator Omni College is responsible for ensuring the assessment strategies are designed with the flexibility to meet the needs and circumstances of a wide range of students, including those who may be socially, linguistically, educationally, or otherwise disadvantaged.

The Training Manager/ Coordinator will ensure:

- a) All appointed and authorised Assessors possess and maintain relevant qualifications and vocational competency in accordance with those required in Standards of RTOs.
- b) Students are provided information on the assessment process prior to assessments being conducted.
- c) Assessors incorporate the principles of assessment including validity, reliability, flexibility, and fairness when conducting assessments.
- d) Assessors apply the rules of evidence including validity, sufficiency, currency, and authenticity when conducting assessments.
- e) Assessment processes provide for Recognition of Prior Learning (RPL).
- f) An effective feedback mechanism is established and implemented to inform students and students on their assessment progress and results.
- g) An effective recording and reporting process of the unit of competency/module including access to information by students to their records.
- h) Students have access to an open, equitable and transparent appeals process.
- i) Awards of qualifications are in accordance with RTO Scope of Registration as listed by TGA ([www.training.gov.au](http://www.training.gov.au)).
- j) Ongoing internal monitoring and validation of the assessment system for quality control checks.
- k) Management and staff participation in an independent (external auditing) quality control process conducted by the VET regulator.

## 5.2 Assessors

Assessors conducting assessment on behalf of Omni College will:

1. Ensure they assess and judge a student's skills and knowledge of competence against set standards, principles of assessment and rules of evidence.
2. Ensure that safety of the personnel involved in the assessment is always maintained.
3. Ensure that assessment focuses on the application of knowledge and skills to the standard of performance required in the workplace and covers all aspects of workplace performance.
4. Ensure the assessment process is open, structured, consistent, and comprehensive incorporating feedback to the student on the outcomes of the assessment process, as well as information regarding the appeals procedure and guidance on other options.
5. Interpret and understand the performance criteria and evidence requirements.
6. Select appropriate assessment methods and materials.
7. Make fair and objective judgements.
8. Abide by the Assessor Code of Conduct.
9. Provide all relevant paperwork to administration for processing in a timely manner.

## 6. Appeals

Students have the right to appeal an assessment decision. (See Appeals Policy)

## **7. Access and Equity**

Students have fair and equal rights to assessment. (See Access and Equity Policy)

## **8. Records Management**

All completed assessment items for all students will be kept by Omni College for a minimum of six (6) months.

All assessment outcomes will be recorded and kept for a period of 30 years.

All documentation from Assessment processes is maintained in accordance with Records Management Policy. (See Records Management Policy)

## **9. Monitoring and Improvement**

All Assessment practices are monitored by the Training Manager Omni College and areas for improvement identified and acted upon. (See Continuous Improvement Policy)

## **10. Management Action and Responsibility**

*The policy must be approved by the CEO before it takes effect.*

End of Assessment Policy

## TRANSFER OF PROVIDER POLICY

### 1. Purpose

The purpose of this policy is to ensure that overseas students wishing to transfer between registered training providers do so in accordance with The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as 'the National Code 2018' Standard 7.

This policy and the related procedure provide a documented process for assessing requests for the Transfer of Provider. By following this policy and procedure, Omni College safeguards against knowingly enrolling an overseas student prior to them first completing at least six months of their principal course, except for those meeting specified criteria and in certain circumstances as detailed herein.

### 2. Scope

This policy outlines the circumstances in which Omni College will assess Transfer of Provider requests in accordance with the National Code. Omni College will assess each request on an individual student basis, considering all supporting documentation of the request.

### 3. Definitions

**Incoming Transfer:** refers to a student transferring from another institution to this one.

**Outgoing Transfer:** a student leaving this institution to go to another.

### 4. Policy Statement

#### 4.1 Incoming Student Transfer

- 4.1.1 If the student has completed more than six months of their principal course of study, the application process proceeds as for all overseas students.
- 4.1.2 Where a student has NOT completed six months of their principal course of study, they are informed that they need to provide a letter of release to support of their application.
- 4.1.3 To support the application, they can be provided with a Conditional Letter of Offer which clearly states that an offer of a place is subject to the condition that they acquire a letter of release.
- 4.1.4 If no satisfactory letter of release is obtained from, the application process is discontinued and the student informed that they are unable to transfer at this time. The student is to be informed that they may reactivate their application when the 6-month period has passed.
- 4.1.5 The Student Management System (SMS) tool is to be updated with details of the student, transfer application and outcome.
- 4.1.6 In event that the student cannot continue with their course of study due to the original course or institution ceasing to be registered, or because of sanctions placed on the original institution by the regulators, no letter of release is required. Evidence of this occurrence would need to be placed in the student file.



- 4.2 Omni College, as the receiving registered provider must not knowingly enrol any student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study except where:
- a) the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS,
  - b) the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered,
  - c) the original registered provider has provided a written letter of release,
  - d) the original registered provider has had a sanction imposed on its registration by the ASQA as the ESOS Agent, that prevents the student from continuing studies, or
  - e) 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.

### **4.3 Outgoing Student Transfer**

- 4.3.1 Students wishing to transfer to another provider must first complete a Transfer of Provider Request Form, along with any supporting documentation.
- 4.3.2 All requests will be assessed individually, considering the circumstances of the student and if the transfer will be in the best interest of the student.
- 4.3.3 All requests will be processed within 10 working days from the date of submission, with a Letter of Release or Letter of Refusal being provided.
- 4.3.4 Notwithstanding the outcome, the student has 20 days to access Omni College's Complaint and Appeals process.
- 4.3.5 All documentation (requests, considerations, decisions, and copies of letters of release) should be placed on student's file.
- 4.3.6 The details of the application to transfer, including the outcome of the application, shall be entered into the SMS tool.
- 4.3.7 The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by the refund policy independent of this policy.

### **4.4 Circumstances in which a Transfer of Provider Request will be granted**

- 4.4.1 Omni College will consider a Transfer of Provider Request and grant a Letter of Release under the following circumstances:
- a) Compassionate or compelling circumstances,
  - b) The provider and the course better meet the student's academic capabilities and requirements,
  - c) Omni College has ceased to be registered or the course in which the student is enrolled has been cancelled or ceased to be registered, or the course is not delivered as outlined in the written agreement by fault of Omni College as the provider,
  - d) There is evidence that the overseas student's reasonable expectations about their current course are not being met,
  - e) There is evidence that the overseas student was misled by the registered provider or an education or migration agent regarding the registered provider or its course and the course is therefore unsuitable to their needs and/or study objectives,
  - f) An appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student,

- g) Omni College has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course, or
- h) 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,
- i) Exceptional circumstances (documentation required to support circumstances and a letter of offer from another provider is required.),
- j) Special circumstances in which the Omni College may consent to the transfer request because transfer is in a student's best interests, including but not limited to our having assessed that:
  - a. even after engaging with our intervention strategy to assist the overseas student in accordance with Standard 8 (refer to Overseas Student Intervention Strategy Policy) the student will be reported because they are not able to achieve satisfactory course progress at the level they are studying.
  - b. a reasonable timeframe for assessing and replying to the overseas student's transfer request having regard to the restriction period.

4.4.2 In addition to the above, the National Code states, that Omni College must grant a Letter of Release only where the student has:

- a) provided a letter from another registered provider confirming that a valid enrolment offer has been made, and
- b) where the student is under 18;
- c) The registered provider has written confirmation that the student's parent or legal guardian supports the transfer, and
- d) Where the student is not being cared for in Australia by a parent or suitable nominated relative, the valid enrolment offer also confirms that the registered provider will accept that responsibility for approving the student's accommodation, support, and general welfare arrangements as per Standard 5 (Younger students).

4.4.3 If a Letter of Release is granted, then this will be issued at NO cost to the student.

4.4.4 Students should also be informed that they are to contact Australian Department of Home Affairs to seek advice on whether a new Student VISA is required.

#### **4.5 Circumstances in which a Transfer of Provider Request will NOT be granted**

4.5.1 Omni College will not grant a Letter of Release under the following circumstances:

- a) The request is within six months of commencement of the principal program with Omni College,
- b) The student does not have a valid Letter of Offer from the receiving provider,
- c) The student has Financial difficulties or Outstanding Payments for Omni College services,
- d) Where Omni College does not agree that the transfer is in the students' best interest or academic capabilities,
- e) The new course provider is not a CRICOS provider.

4.5.2 In the instance of a refusal of transfer Omni College will issue a Letter of Refusal to Transfer to the student, stating the reason or reasons for refusal and inform the student of their right to appeal this decision. Omni College Will provide the student with access to the appeals and complaints process in accordance with Standard 10 (see Complaints and Appeals Policy and Procedures), within 20 working days.

#### 4.6 Finalising Outgoing Student Transfer Requests

- 4.6.1 The registered provider must not finalise the student’s refusal status in PRISMS until the appeal finds in favour of the registered provider, or the overseas student has chosen not to access the complaints and appeals processes within the 20-working day period, or the overseas student withdraws from the process.
- 4.6.2 The registered provider must maintain records of all requests from overseas students for a release and the assessment of, and decision regarding, the request for two years after the overseas student ceases to be an accepted student.

### 5. Responsibilities

The responsibilities of staff are as below at Omni College:

Role within RTO	Area of responsibility
CEO	Approval Authority
Compliance / Training Manager	Development/Review
Administration Manager	Monitoring and Evaluation
Student Support Officer(s)	Compliance, Implementation

- 5.1 It is the responsibility of Student Services to receive and process requests for transfer. Requests for transfer may only be granted with the approval of CEO.
- 5.2 It is the responsibility of the Student Support Officer to advise students wishing to transfer to/from other registered providers, on the requirements of obtaining a letter of release. Where necessary Student Support Officer(s) will assess outgoing transfer applications checking the following:
  - Ensure any outstanding fees are paid.
  - Ensure the student is fully aware of all issues relating the transferring of providers.
  - Check student records to ensure the student is not trying to avoid being reported to the appropriate government agency(s) due to lack of course progress or poor attendance records.
- 5.3 Administration Manager shall issue a Letter of Refusal to Transfer to the student where transfer request being has been denied, stating the reason or reasons for refusal.
- 5.4 In the instance of a refusal of transfer Omni College will also inform the student of their right to appeal this decision and provide the student with access to our appeals and complaints process.
- 5.5 When the transfer request is granted, Student Support Officer(s) will notify the Admissions Officer to generate a Letter of Release to be granted at no charge to the student.
- 5.6 The admissions officer will send out a Letter of Release to the student, also the student will be advised of the need to contact Australian Department of Home Affairs and obtain a new visa if the course they transfer to is not a Higher Education or VET course.
- 5.7 Administration Manager must then enter the student’s termination of studies via PRISMS to inform the appropriate government bodies.
- 5.8 It is the responsibility of the Student Support Officer(s) to ensure this policy and the corresponding procedure are available to all staff.
- 5.9 It is the responsibility of the Administration Manager to ensure this policy and the corresponding procedure are available to all overseas students and prospective students.

## **6. Related Legislation and Regulations**

The related legislation and regulations of Transfer of Provider Policy are as below at Omni College:

- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as 'the National Code 2018' Standard 7
- Standards for Registered Training Organisations (RTOs) 2015
- Education Services for Overseas Students Regulations 2001
- Education Services for Overseas Students Act 2000

## **7. Related Policies, Procedures and Documents**

The related documents and forms of Transfer of Provider Policy are as below at Omni College:

- Transfer of Provider Procedures
- SMS Tool
- Transfer of Provider Request Form
- Complaints & Appeals Policy
- Complaints & Appeals Procedure
- Formalisation of Enrolment and Written Agreement Policy
- Conditional Letter of Offer
- Letter of Offer and Acceptance
- Letter of Refusal to Transfer
- Letter of Release

End of Transfer of Provider Policy

## COMPLAINTS AND APPEALS POLICY

### 1. Purpose

The purpose of this policy and procedure is for Omni College to define the system of the principles of natural justice and fairness (The National Code 2018 - Standard 10, Complaints and appeals) in place to deal with complaints and appeals involving the conduct of:

- the RTO, its trainers, assessors or other staff
- a third party providing services on the RTO's behalf, its trainers, assessors or other staff or learner of the RTO

### 2. Definitions

1. **Complaint** – a statement that something is unsatisfactory or unacceptable which requires a systematic or formal resolution.

2. **Complaints can include but not limited to the following;**

- Enrolment process
- Processes
- The quality of the training delivery
- Assessment outcomes/including recognition of prior learning
- Issuing of results, certificates and /or statements of attainment
- Any other activities associated with the delivery of training and assessment services
- Conduct of the RTO in regards to its recipients
- Conduct of other students
- Issues arising from third party providers on behalf of the RTO
- Other issues such as;
- Discrimination, sexual harassment, victimisation, disability discrimination and bullying

3. **Appeal** – to apply to a higher authority or external body for review of how a complaint process was handled or in relation to an unfavourable decision made against them.

4. **External Appeal**

A request for an independent, external review of a decision and handling of a particular scenario.

5. **Australian Skills Quality Authority (ASQA).**

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

ASQA can investigate complaints about:

- the quality of the training that you receive
- registered training organisations that you believe have breached the required standards

- training providers delivering English Language Intensive Courses for Overseas Students (ELICOS) that you believe have breached the required standards
- the marketing/advertising practices of organisations claiming to be registered training organisations, or to offer nationally recognised training.

## 6. Overseas Student Ombudsman (OSO)

The Overseas Students Ombudsman investigates complaints about problems that overseas students or intending overseas students may have with private education and training in Australia. The legal basis for the Ombudsman role is the Education Services for Overseas Students (ESOS) Legislation Amendment Act 2011, passed by the Australian Parliament on 21 March 2011.

### The Ombudsman:

- Provides a free service
- Is independent and impartial, and does not represent either overseas students or private education providers
- Can make recommendations arising out of investigations
- Is a function of the Commonwealth Ombudsman

### The Ombudsman can only investigate a complaint if:

- it relates to a private education provider registered with the Australian Government on the Commonwealth Register of Institutions and Courses for Overseas students (CRICOS)
- the problem relates to an overseas student who is already studying in Australia on a student visa or is intending to come to Australia soon.

### The Ombudsman cannot investigate a complaint if:

- it relates to a public or government education provider. These complaints can be directed to the Ombudsman for your state or territory.

### The Ombudsman may also decide not to investigate complaints if:

- the complaint has not first been raised with the education provider
- another organisation is better able to help.

## Responsibility

1. The **CEO** is responsible for ensuring this policy and procedure is implemented and executed accurately and effectively.
2. **Management Team**
  - Handles all complaints and appeals relevant to their area of responsibility.
3. **Trainers and Assessors**
  - Operate in accordance with Omni College Complaints and Appeals
  - Refer any formal complaints to the relevant management member
4. **Administration Staff**

- Maintain the complaints and appeals register through online tool (eg: Jotform), in conjunction with the management team

### Requirements

1. The handling of a complaint or appeal is to commence within **ten (10) working days** of complaint or appeal lodgement.
2. Where Omni College considers more than **sixty (60) calendar days** are required to process and finalise the complaint or appeal, Omni College will inform the complainant or person lodging an appeal in writing, including reasons why more than 60 calendar days are required; and regularly updates the complainant or person lodging an appeal on the progress of the matter
3. A written record of all complaints and appeals is maintained by Omni College inclusive of all details, lodgement, response/s and resolution.
4. A formal complaint or appeal will be at zero cost to the complainant/appellant
5. The complainant/appellant may be accompanied by a support person at any relevant meeting.
6. The complainant/appellant will have access appropriate access to his/her records, following the Omni College Records Management Policy.
7. The complainant/appellant will receive a written statement of the decision made, including details of the reasons behind the decision.
8. The complainant/appellant will have the opportunity to access an independent body to Omni College to review his/her complaint or appeal following the internal Omni College process been exhausted.
9. Omni College will maintain the enrolment of the complainant/appellant during the Complaints and Appeals process.
10. Decisions or outcomes in the favour of the complainant/appellant shall be implemented immediately.
11. Complaints and Appeals are to be handled in the strictest of confidence and privacy must be maintained at all times.
12. Complaints and appeals are to be considered based on procedural fairness and lead to opportunities for improvement as a **Continuous Improvement Report**.

### Informal Complaint Procedure

1. The initial stage of any complaint or feedback will be when the client directly communicates with the relevant Omni College staff member and raises the issue/s at hand.
2. The Omni College staff member will attempt to provide a solution to the issue presented.
3. If the client is dissatisfied with the solution presented, they may initiate the formal complaint process.
4. Clients dissatisfied with the response to the informal response

### Formal Complaint Procedure

1. The informal complaint and appeals procedure must be explored first.
2. A **Complaint and Appeal form** must be completed. This form is made publicly available and can be found online [www.omni.edu.au](http://www.omni.edu.au) or at the Omni College reception.

3. The form must be lodged **within 7 working days** from the occurrence of an event. This can be lodged using any one of the following methods;

**In person**

Tenancy 2, Level 7, 440 Elizabeth Street, Melbourne, VIC 3000

**By Email:** [admissions@omni.edu.au](mailto:admissions@omni.edu.au)

**By Mail:** Tenancy 2, Level 7, 440 Elizabeth Street, Melbourne, VIC 3000

4. Once the complaint is received, the Training Manager/Academic Manager/Admin Manager will convene an independent panel to hear the complaint; called the (complaint and appeals committee).
5. The independent panel shall not have had any previous involvement with the complaint or appeal. This panel will include representatives of;
  - The Training Manager
  - A member of the teaching staff
  - A member from the administration team
6. The client will be contacted within **Ten (10) working days** of the complaint been received and a time will be organised for them to attend a meeting with the complaint committee.
7. The **CEO** will seek approval from the complainant and member of staff to have both parties present at this meeting.
8. If either party objects, both parties will be heard on the same day at different times to ensure the respect and comfort of all parties involved.
9. The client will be given the opportunity to present their case to the committee and is welcome to bring a support person to this meeting.
10. The relevant staff member shall be given the opportunity to present their case to the committee and is welcome to bring a support person to this meeting.
11. The complaints and appeals committee will review all evidence presented at the meeting and make a decision regarding the complaint or appeal.
12. This decision will be communicated to all parties involved **within five (5) working days** of making the decision in the form of a letter.
13. Should the complainant or appellant be dissatisfied with the outcome of this process, external mediation and resolution is available. A request for external mediation or dispute resolution must be made in writing.
14. The privacy of the complaint and the complainant must be maintained at all times.

### **Internal Appeals Process**

1. If the complainant is not satisfied with the decision made by the panel in the stage above, the complainant may lodge an appeal with the CEO within **7 working days**.
2. The appeal may also be lodged If the student is not satisfied with the outcome of one or more of the following
  - Decision for Units of Competency Outcome
  - Decision of RPL outcome
  - Decision of Credit Transfer outcome



- Decision made for Fee refund
  - Decision made to cancel, suspend or defer the enrolment.
3. The appellant must fill the Complaints and Appeal form to lodge a formal appeal.
  4. The CEO is responsible for handling the appeals process.
  5. The client will be contacted within **Ten (10) working days** of the complaint been received and a time will be organised for them to attend a meeting with the complaint committee.
  6. The appeal must be resolved, and a decision must be made within **28 working days**.
  7. This decision will be communicated to all parties involved within **five (5) working days** of making the decision in the form of a letter.
  8. If the student is not satisfied with the decision made at the internal appeal stage, the student is then referred to external authorities to initiate an external appeals process.

### External Appeals Process

The following people/organisations are available:

1. Overseas Student Ombudsman

**Online:** A student can make a complaint online by visiting the website of Ombudsman and completing the online complaint form at <http://www.oso.gov.au>

**Telephone:** Students can contact OSO by telephone, 9am to 5pm Monday to Friday, Australian Eastern Standard Time (AEST). In Australia, call: 1300 362 072 (calls from mobile phones at mobile phone rates). Outside Australia, call +61 2 6276 0111

**Using an interpreter:** If a student wants to make a complaint in his/her own language then they can call the Translating and Interpreting Service (TIS) in Australia on 131 450, outside Australia call +61 3 9203 4027. OSO will pay for the interpreter.

**If you are deaf, hearing or sight impaired:** Students can contact OSO via the National Relay Service. Teletypewriter (TTY) users phone 133 677 and then ask for 1300 362 072. Speak and Listen users phone 1300 555 727 and then ask for 1300 362 072. Internet Relay users connect to the National Relay Service [www.iprelay.com.au](http://www.iprelay.com.au) and then ask for 1300 362 072

**Fax:** Students can send a fax to OSO (Within Australia: 02 6276 0123. Outside Australia: +61 2 6276 0123)

**Mail:** Students can write a letter and post it to: Overseas Students Ombudsman GPO Box 442 Canberra ACT 2601 AUSTRALIA

2. Contact a solicitor; or Contact the Law College of Victoria, 470 Bourke St Melbourne 3000, and telephone 9602 5000 for a referral to a solicitor.

### Continuous Improvement

The root cause of any complaint or appeal will be included into Omni College corrective action and continuous improvement processes to ensure all quality processes are effective.

## Complaints and Procedure – Academic FAQs

### Question

What do I do if I am unhappy about the course I am studying, assessments of services?

What do I do if I am unhappy about someone's behaviour or treatment of me?

### Answer

You can speak to your teacher, the Student Services officer or another member of staff, or you can write a letter instead.

### Question

What happens if I complain and I feel that my complaint is treated unsatisfactorily?

### Answer

The issue will be escalated to the Training Manager.

A meeting will be scheduled with the Training Manager which will take place within **10 working days**. You may bring someone along for support. Depending on the nature of the complaint(s), other members of staff may be present at the meeting.

After the meeting, the Training Manager will send you a letter informing you of the decision and the reasons surrounding the decision within **5 working days**.

## Appeals Procedure – External

### Question

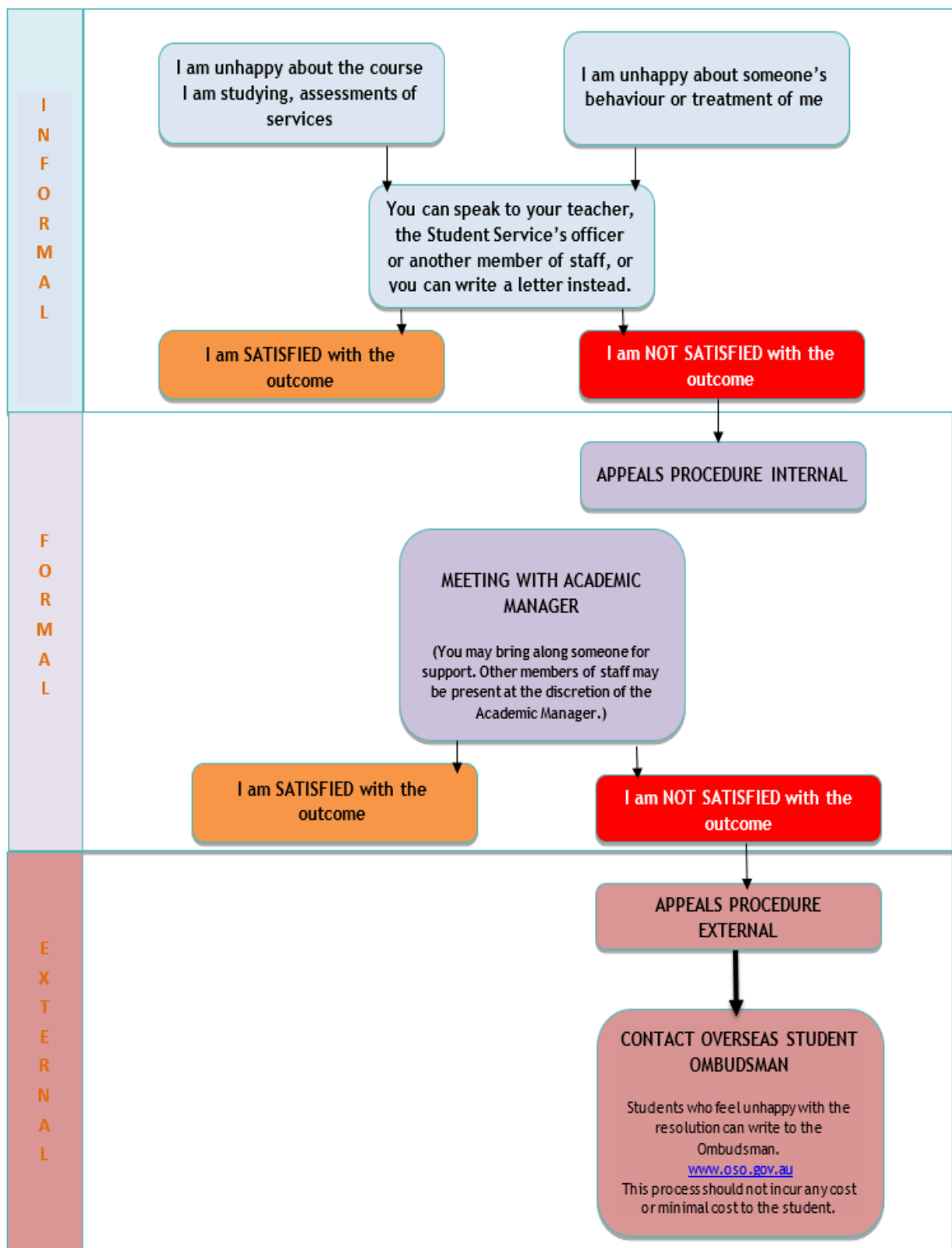
What happens if I am unhappy with the decision?

### Answer

If you feel unhappy with the resolution, you can write to the Ombudsman.

<http://www.oso.gov.au/contact-us/>

Often this process doesn't cost anything but if it does, it should be minimal.



End Complaints and Appeals Policy

## ISSUING OF CERTIFICATION DOCUMENTS

### 1. Purpose and Legislative Background

Omni College is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, Omni College is required to issue and maintain AQF certification documentation and provide access to those documents to clients.

### 2. Policy Statement

Omni College is committed to ensuring AQF qualifications and Statements of Attainment are issued in accordance with the requirements of the Standards for Registered Training Organisations (SRTOs 2015), and the endorsed Training packages and VET Accredited courses within its scope of registration.

Omni College will ensure that:

- AQF qualifications and statements of Attainment issued by the RTO are within its scope of registration and that they certify the achievement of qualifications or industry competency standards from nationally endorsed Training Packages or VET Accredited courses.
- A clear distinction can be made between AQF certification documents and non-AQF certification issued.

### Definitions

The following words and expressions have the following specific meaning, as in the Standards for Registered Training Organisations (RTOs) 2015.

- **Accredited short course** means a course accredited by the VET Regulator in accordance with the Standards for VET Accredited Courses that leads to an AQF statement of attainment.
- **AQF certification documentation** is the set of official documents that confirms that an AQF qualification or statement of attainment has been issued to an individual.
- **AQF qualification** means an AQF qualification type endorsed in a training package or accredited in a VET accredited course.
- **Authenticated VET transcript** has the meaning given in the Student Identifiers Act 2014.
- **Nationally Recognised Training (NRT) Logo** means the logo used nationally to signify training packages and VET accredited courses.
- **Registrar** has the meaning given in the Student Identifiers Act 2014.
- **Statement of attainment** means a statement issued to a person confirming that the person has satisfied the requirements of the unit/s of competency or accredited short course specified in the statement.
- **Student Identifier** has the meaning given in the Student Identifiers Act 2014.
- **Testamur** an official certification document that confirms that a qualification has been awarded to an individual. In Australia this may be called an 'award', 'parchment', 'laureate' or 'certificate'. (Extract from Australian Qualifications Framework)

## **Policy Principles**

### Underpinning principles

The following principles underpin this policy.

Omni College is obliged to issue certification in accordance with Schedule 5 of Standards for Registered Training Organisations (SRTOs 2015).

Omni College offers training and assessment against both nationally recognised training and non-nationally recognised training programs. Nationally recognised training is aligned to national competency standards from Training Packages and VET Accredited Courses.

Omni College only issues qualifications and Statements of Attainment to those clients who meet the required outcomes of a qualification, accredited course, unit of competency or module, as specified in the relevant Training Package or VET accredited Course.

Student Identifier (USI) must NOT be included on the testamur, consistent with the Student Identifier Act 2014.

Omni College will, using the Student Management System:

- Maintain a register of all AQF qualifications issued.
- Retain records of all AQF certification documentation for a period of 30 years; and
- Provide reports of records of qualifications issued to the VET Regulator on a regular basis as requested by the VET regulator.

AQF certification documentation will be issued to a client within 30 calendar days of the client being assessed as meeting the requirements of the Training Package or VET Accredited course:

- If the training program in which the client is enrolled in is complete; and
- Providing all agreed fees, the client owes to the RTO have been paid.

AQF certification documentation will not be issued to an individual without Omni College being in receipt of the verified unique Student Identifier for that individual, unless an exemption applies, as per the requirements of the Student Identifier Act 2014.

If an exception applies, in accordance with SRTOs, Omni College will inform the student prior to either the completion of the enrolment or commencement of training and assessment, whichever comes first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.

### Qualifications

All clients who have completed a training program which leads to the award of a full AQF qualification will receive:

- A testamur, and
- A record of results.

Each AQF qualification issued will comply with the 'AQF Qualifications Issuance Policy' and the 'Standards for RTOs 2015' - Schedule 5, and will include:

- Omni College name and logo
- Omni College national provider number (RTO Code: 41380)
- The full name of the individual receiving the award.
- The full title and national code of the unit/s of competencies or AQF qualification awarded.
- A certificate numbers.
- The date of issue
- The signature of an authorized person
- The relevant National and State logos (in accordance with the Standards for RTOs – Schedule 4)
- Authentication mark (Omni College seal, Corporate identifier, unique watermark)
- The industry descriptor, e.g., Engineering
- The occupational or functional stream, in brackets e.g. (Fabrication)
- Where relevant, the words, 'achieved through Australian Apprenticeship arrangements'
- Where relevant, the words, 'these units/modules have been delivered and assessed in <insert language>' followed by a listing of the relevant units/modules.

All testamurs will identify the qualification as an AQF qualification either:

- by the inclusion of the words, 'The qualification is recognised within the Australian Qualifications Framework; or
- the use of the AQF logo authorised by the AQF Council.

### Statement of Attainment

Each Statement of Attainment issued will comply with the 'AQF Qualifications Issuance Policy' and the 'Standards for RTOs 2015' - Schedule 5, and will include:

- Omni College name and logo
- Omni College national provider number (RTO Code: 41380)
- The full name of the individual receiving the award
- The full title and national code of the unit/s of competency / modules awarded
- A certificate numbers

- The date of issue
- The signature of an authorized person
- The relevant National and State logos (in accordance with the Standards for RTOs – Schedule 4)
- Authentication mark (Omni College seal, Corporate identifier, unique watermark)
- The words, 'A statement of attainment is issued when an individual has completed one or more accredited units'
- Where relevant, the words, 'achieved through Australian Apprenticeship arrangements'
- Where relevant, the words, 'these units/modules have been delivered and assessed in <insert language>' followed by a listing of the relevant units/modules.
- Where relevant, the words, 'These competencies form part of [code and title of qualification]'
- Where relevant, the words 'These competencies were attained completion of [code] course in [full title]' – for an Accredited course

#### Use of Logos (AQF, NRT, State Regulator, Funding body)

- Omni College abides by 'Conditions of Use of NRT Logo' as prescribed in Schedule 4 of STROs 2015.
- AQF logo will be used on all AQF documentation issued by Omni College.
- AQF logo must NOT be used on non-National recognised training certification issued by Omni College.
- Omni College will comply with the use of "State" regulator logo, in accordance with relevant Logo Specifications, when required to be used under funding arrangements.
- Omni College will comply with the use of State/Territory funding body logo requirements, in accordance with contract obligations.

#### Replacement of Certification Documentation

AQF certification documents can be re-issued to a client, upon written request. Replacement certification documentation will incur a fee, as noted in Omni College 'Schedule of Fees'.

#### **Omni College Responsibilities**

The CEO Omni College is responsible for ensuring compliance with this policy.

The CEO Omni College will process approval for issuance of certification documentation, review and sign all printed certification documents, unless otherwise delegated to different functionary. For VET courses, the RTO Manager will process creation/ issuance of certification documentation in preparation for authorised signatory.

### **Legislation**

Legislation applicable to this policy include:

- Student Identifier Act 2014 and Regulations.

### **Access & Equity**

The Omni College Access & Equity Policy applies. (See Access & Equity Policy)

### **Records Management**

All documentation from Issuing certification documentation processes is maintained in accordance with Records Management Policy. (See Records Management Policy)

### **Monitoring and Improvement**

All practices for issuing certification documentation are monitored by CEO Omni College and areas for improvement identified and acted upon. (See Continuous Improvement Policy)

## **3. Management Action and Responsibility**

*The policy must be approved by the CEO before it takes effect.*

End of Issuing Certification Policy



## STUDENT PLAGIARISM, CHEATING AND COLLUSION

### 1. Purpose and Legislative Background

As required Under Clause 1.8 to 1.12 of Standards for RTOs 2015, Omni College implements an assessment system that ensures that assessment (including recognition of prior learning):

- complies with the assessment requirements of the relevant training package or VET accredited course.
- is conducted in accordance with the Principles of Assessment and the Rules of Evidence contained in Table as below.

This policy outlines the steps Omni College will take to ensure adherence to the above and the process Omni College will follow to maintain the rules of evidence and will specifically address the third rule of evidence i.e., Authenticity.

**Table: Rules of evidence**

<b>Validity</b>	The assessor is assured that the learner has the skills, knowledge, and attributes as described in the module or unit of competency and associated assessment requirements.
<b>Sufficiency</b>	The assessor is assured that the quality, quantity, and relevance of the assessment evidence enables a judgement to be made of a learner’s competency.
<b>Authenticity</b>	The assessor is assured that the evidence presented for assessment is the learner’s own work.
<b>Currency</b>	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

### 2. Scope

This policy applies to all students enrolled at Omni College.

### 3. Policy

Omni College is committed to ensuring a great learning experience for its students. It aims to provide a learning environment that fosters the qualities of independent learning and academic integrity.

This policy seeks to encourage ethical conduct and to inform staff and students about Omni College standards of academic behaviour. Students have a responsibility to maintain the highest standards of

academic integrity in their work. Students must not cheat in assessment and must ensure that they do not plagiarize.

### **What is plagiarism?**

Plagiarism is the act of misrepresenting as one's original work the ideas, interpretations, words, or creative works of another. These include published and unpublished documents, designs, music, sounds, images, photographs, computer codes and ideas gained through working in a group. These ideas, interpretations, words, or works may be found in print and/or electronic media.

### **Academic integrity**

One of the core functions of Omni College is to develop students' ability to apply critical reasoning to assessment activities through independent thought and to make decisions that reflect the student's considerations of the task or workplace requirement.

Omni College acknowledges that to develop this ability, the student will study the work of others via issued textbooks, learning material or through their research. However, students in their learning must acknowledge, through appropriate referencing, earlier work from which they have drawn information.

### **Referencing**

Referencing demonstrates that the student has read the issued material or has undertaken their research in other sources. Failure to reference appropriately is considered unethical academic behaviour and will result in a student's work not being accepted.

Students should understand that assignment and project work submitted for assessment must consist of the original effort. It is insufficient to simply copy work from other sources and submit it, even if those sources are appropriately acknowledged. Work submitted by a student must have an original component.

The following are examples of plagiarism where a student intentionally does not acknowledgement or reference an author or source:

- Direct copying of paragraphs, sentences, a single sentence, or significant parts of a sentence.
- Direct copying of paragraphs, sentences, a single sentence, or significant parts of a sentence with an end reference but without quotation marks around the copied text.
- Copying ideas, concepts, research results, computer codes, statistical tables, designs, images, sounds or text or any combination of these.
- Paraphrasing, summarizing or simply rearranging another person's words, ideas, etc., without reference or explanation.
- Offering an idea or interpretation that is not one's own without identifying whose idea or interpretation it is.
- A 'cut and paste' of statements from multiple sources.

- Presenting as independent, work done in collaboration with others.
- Copying or adapting another student's original work into a submitted assessment item.
- Copying or adapting a student's work submitted in a previous essay or assessment.

Alternatively, there will be instances when a student unintentionally fails to cite sources or to do so adequately.

Careless or inadequate referencing or failure to reference will be considered poor practice. Where careless referencing is identified, the student will be required to correct the error and resubmit an assignment.

### How to reference

At Omni College, students are to be encouraged to apply the Harvard Referencing System in-text citation. This approach requires three pieces of information about a source within the text of the student's work. This information is:

- the name of the author or authors.
- the year of publication.
- the page numbers.

### Examples

Citations may be placed at the end of a sentence (before the concluding punctuation) in brackets, e.g.:  
*To succeed, the team will rely on both task process and group process (Dwyer, Hopwood 2010, p. 239)*

A reference may be placed in the text to integrate the author's surname into the sentence, followed by the year of publication and page number, in brackets, e.g.: *Dwyer and Hopwood (2010, p. 239) identify that to succeed, the team will rely on both task process and group process.*

### Reference List

At the end of the student's work, a List of References must be included. This should include all the books, journal articles and other sources of information you have used to research your assignment. The reference list should be laid out alphabetically and the title of the source should be italicized. Each reference must include:

- the name of the author or authors.
- the year of publication.
- the title of the publication.
- the edition of publication.
- the publisher.
- place of publication.

### **Example**

*Dwyer, J and Hopwood, N, 2010, Management Strategies and Skills, Sydney, McGraw Hill Australia*

### **Common Knowledge**

In every field, there is a body of knowledge and material that has become part of the public domain, and which can be drawn on without specific acknowledgment. Common knowledge includes facts that are generally known, such as common facts of history, common-sense information, accepted folklore and aphorisms that have been adopted as part of the common English language.

As examples, it would not be necessary to reference the following:

- That John Howard was the Prime Minister of Australia (common fact of history)
- That humans need food and water for survival (common sense observation)
- That the “Bunyip” is a man-eating Australian animal that lives in waterholes, swamps, and creeks (accepted folklore)

### **Cheating**

Cheating is defined as “a form of deceit to gain an advantage for the cheat.” At Omni College, cheating is usually related to taking unauthorized material into assessments. Omni College Trainers have a responsibility to explain expectations related to any assessment, what constitutes cheating, and to promote a climate of honesty in students.

### **Dealing with Plagiarism**

In the case of suspected plagiarism, the trainer/assessor will report the incident to the RTO Manager (RTOM). The AM, in consultation with the trainer/assessor, will determine if the plagiarism has resulted from poor academic practice or was intentional. This preliminary step may involve an informal interview with the student.

The AM and trainer/assessor will:

- consider the extent of the plagiarism (noting that the more extensive the plagiarism, the more likely it was intentional).
- review the course profile and other information provided to students by the Trainer to determine if adequate information had been given.
- identify if the student has been previously warned of plagiarism.
- determine whether the student is new to adult vocational education and training (it would be expected that continuing students would be more likely to understand plagiarism and its consequences).

If the above factors have been considered and it has been determined that the plagiarism has arisen from poor academic practice, the student is to be requested to revise the work and resubmit it for the assessment.

If, after consideration of the above factors it is determined that the plagiarism was intentional, the student's work is not to be accepted and the student is to be issued with an alternative assessment assignment to complete. The student is to be given a formal warning (in writing) by the AM explaining the seriousness of the incident and the consequences if the student is found to plagiarize again.

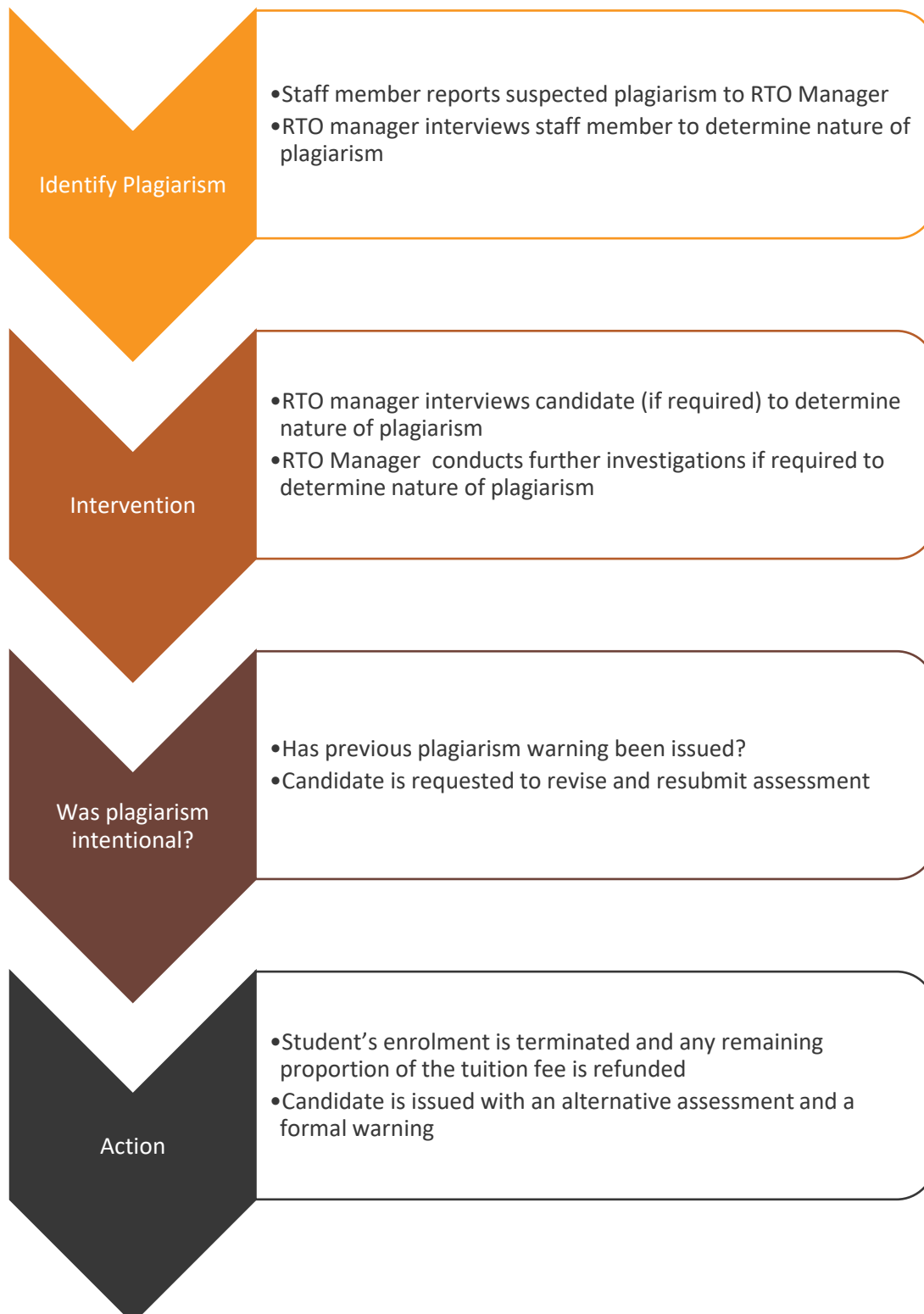
Students who commit plagiarism after being formally warned are to be cancelled on Academic Misconduct from the program they are enrolled in.

Appeals against decisions regarding plagiarism will be managed as per the compliant and appeals policy of Omni College.

#### **4. Management Action & Responsibility**

*The policy must be approved by the CEO before it takes effect.*

## 5. Plagiarism Process



End of Plagiarism Policy and Process

## DEFERRAL, SUSPENSION AND CANCELLATION POLICY

### 1. Purpose

To provide a documented process for assessing, approving, and recording a deferment of the commencement of study or the suspension of study for the overseas student, including keeping documentary evidence on the student's file of the assessment of the application.

### 2. Scope

This policy applies to Omni College and all overseas students and enrolling overseas students. Omni College may only enable students to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances, as defined below.

### 3. Definitions

- **Deferral:** means to delay the commencement of a course.
- **Suspension:** means to temporarily delay the enrolment once the course has commenced.
- **Cancellation:** means the cessation of an enrolment on a course.
- **Withdrawal:** Means a student that wishes to withdraw from a commenced course
- **Compassionate or Compelling circumstances:** is defined as circumstances beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:
  - a) Serious illness or injury, where a medical certificate states that the student was unable to attend classes,
  - b) Bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided),
  - c) Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies,
  - d) A traumatic experience which could include:
  - e) Involvement in, or witnessing of a serious accident; or
  - f) Witnessing or being the victim of a serious crime, and these experiences have impacted on the student (cases should be supported by police or psychologist's reports)
  - g) Inability to begin studying on the course commencement date due to delay in receiving a Student VISA.
  - h) Other circumstances, which in the opinion of the management, may be deemed to constitute reasonable grounds for a student to be having Compassionate or Compelling circumstances

**Student Misconduct:** also, misbehaviour, is defined as students who display unacceptable behaviour in accordance with the Student Handbook and Code of Conduct. To ensure all students receive equal opportunity to gain the maximum benefit from their training, any person(s) displaying the following dysfunctional or disruptive behaviour may be asked to leave the session and/or the course. Examples of unacceptable behaviour include but are not limited to the following:

- a) Continuous interruptions of the trainer.
- b) Smoking in non-smoking areas.
- c) Being disrespectful to other participants.
- d) Harassment by using offensive language.
- e) Sexual harassment.
- f) Acting in an unsafe manner that places themselves and others at risk.
- g) Refusing to participate when required, in group activities.
- h) Continued absence or late arrival at required times.

#### **4. Policy Statement**

##### **4.1 Acceptable Reasons for Suspension or Cancellation**

- 4.1.1 In accordance with the National Code 2018, Omni College can defer or temporarily suspend a student's enrolment on the grounds of:
- 4.1.2 Compassionate or compelling circumstances,
- 4.1.3 In addition, Omni College can suspend or cancel a student's enrolment including, but not limited to, the following factors:
  - a) Student misconduct
  - b) Failure to comply with the Offer of Terms as outlined in the Letter of Offer and Acceptance (Written Agreement) for Course Progress or attendance, and any formal warning issued by Omni College against these processes, which are in accordance with Standard 8 (Overseas student visa requirements)
  - c) The non-payment of fees in accordance with the Offer of Terms as outlined in the Letter of Offer and Acceptance (Written Agreement) and Payment Schedule
  - d) The suspension or cancellation of the overseas student's enrolment for these reasons may not take effect until the internal appeals process is completed, unless the health or wellbeing of the overseas student or the wellbeing of others, is likely to be at risk

##### **4.2 Deferral**

Applications for deferral of the commencement of the course must be made by completing a Deferment Suspension Cancellation Withdrawal Form (DSCW) with any additional evidence and submitting it to Omni College Admissions Staff prior to the course commencing.

- a) The DSCW Form can be submitted via Email, Mail or in Person.
- b) Email address: [admissions@omni.edu.au](mailto:admissions@omni.edu.au)



Once Omni College has processed the deferral request, the student will receive a written correspondence of the outcome.

- a) An updated Confirmation of Enrolment letter and Enrolment Agreement will be provided to reflect the new training plan.
- b) Omni College will inform the Secretary of the Department of Education via PRISMS as required under the ESOS Act.

#### 4.3 Suspension

Applications for Suspension of enrolment must be made by completing a DSCW Form with any additional evidence and submitting it to Omni College Student Support Officer.

- a) Applications must be received at least 10 working days prior to the requested Suspension date.
- b) Applications received less than 10 working days prior to the requested Suspension date will not be processed.
- c) In the event of an emergency requiring Suspension, the submission timeline of 10 working days may be waived by the Omni College.

Once Omni College has processed the Suspension request, the student will receive a written correspondence of the outcome.

- a) Omni College will inform the Secretary of the Department of Education via PRISMS as required under the ESOS Act.

#### 4.4 Cancellation

Applications for cancellation of enrolment must be made by completing a DSCW Form with any additional evidence and submitting it to Omni College Student Support Officer.

- a) The SC Form can be submitted via Email, Mail or in Person
- b) The Student Support Officer will then check all information is attached and send the cancellation request to the Compliance Manager for review against Policy & Procedures.
- c) The Compliance Manager will then pass the cancellation request to Admissions Manager for processing.

Once Omni College has processed the Cancellation request, the student will receive a written correspondence of the outcome from Admissions Manager.

- a) If the request is granted, the student will receive a Letter of Release. Once the Cancellation has been processed, Omni College will inform the Secretary of the Department of Education via PRISMS as required under the ESOS Act.
- b) If the request is denied, then the student may appeal the outcome in accordance with the Complaints and Appeals Policy.

#### 4.5 Withdrawal

Applications for Withdrawal from a course must be made by completing a Deferral Suspension Cancellation Withdrawal (DSCW) Form with any additional evidence and submitting it to Omni College Student Support Officer.

- a) Any withdrawal must be done formally with evidence of why the student is withdrawing.
- b) Omni College has the right to refuse a withdrawal where a student has not completed six (6) months of their primary course.
- c) Omni College has the right to refuse a withdrawal on the grounds that the student has outstanding fees or if the student is in the debt recovery process as 'unresolved'.
- d) Any refund application will be processed in accordance with the refund policy.
- e) Certification of any description will only be processed after all outstanding fees are paid.
- f) Certification will be issued within 30 calendar days of these conditions being met.
- g) All documentation will be recorded in the student file.
- h) In this instance the reasons must be documented and recorded to justify this decision
- i) Should the student wish to withdraw and return to their home country, the student must advise Australian Department of Home Affairs to cancel their student visa.

#### 4.6 Prior to suspension or cancellation

In any given situation that leads to a deferment, suspension, or cancellation of studies, instigated by Omni College, prior to imposing a suspension/cancellation:

- a) Formal written notification will be provided to the student of the intent and reasons for suspension/cancellation.
- b) Inform the parent(s)/legal custodian(s) of the student if the student is younger than 18 years of age.
- c) The student will be informed of their right to appeal this decision, as well as the timeframe and process for doing so.
- d) The student shall have 20 working days to access Omni College's Internal Complaints and Appeals process in accordance with Standard 10 (Complaints and appeals).

#### 4.7 Complaints and Appeals Process

The deferment, temporary suspension or cancellation of studies cannot take effect until the Internal Complaints and Appeals process has been completed, unless extenuating circumstances relating to the welfare of the student apply.

- a) In the case of students under the age of 18, a copy of the formal notification will be forwarded to the Parent or Legal Guardian and a resolution formulated.
- b) At the completion of the complaints and appeals process, should the deferment, temporary suspension or cancellation of studies be upheld by the complaints and appeals hearing, Omni College will inform the Secretary of the Department of Education via PRISMS as required under the ESOS Act.

#### 4.8 Deferral, Suspension or Cancellation Advising and Reporting Obligations

In the instance of deferral, suspension or cancellation action going ahead Omni College will inform the overseas student regarding the need to immediately contact Immigration for advice on the potential impact to the student’s visa. Omni College will report the change to the overseas student's enrolment as per section 19 of the ESOS Act.

#### 4.9 Guidelines and Implications of Suspension or Cancellation

Should a student enrolment be suspended for a period of 28 days or longer, the student must return home, unless special circumstances exist.

Students are to be made aware that:

- a) Students can only temporarily suspend enrolment for a maximum period of six months,
- b) Deferral, Suspension or Cancellation of enrolment may affect the student’s VISA,
- c) If the enrolment is suspended for a period greater than six months, the student’s visa may be cancelled by Australian Department of Home Affairs

### 5. Responsibilities

The responsibilities of staff are as below at Omni College:

Role within RTO	Area of responsibility
CEO	Approval Authority
Compliance / Training Manager	Development/Review
Administration Manager	Monitoring and Evaluation
Student Support Officer(s)	Compliance
Academic Support officer	Implementation

All documentation relating to deferment, temporary suspension or cancellation of studies will be held in the student’s file and managed by Student Support Officers. In addition, any discussions with the student and relevant staff members relating to the deferment, temporary suspension or cancellation of studies will be recorded and placed as minutes in the student’s file as well as being noted in the Student Management System.

### 6. Related Legislation and Regulations

The related legislation and regulations of Deferral, Suspension and Cancellation Policy are as below at Omni College:

- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as ‘the National Code 2018’ Standard 9
- Standards for Registered Training Organisations (RTOs) 2015
- Education Services for Overseas Students Regulations 2019

- Education Services for Overseas Students Act 2000
- Australian Qualification Framework (AQF) and its Policies

## **7. Related Policies, Procedures and Documents**

The related documents and forms of Deferral, Suspension and Cancellation Policy are as below at Omni College:

- Formalisation of Enrolment Policy and Procedures
- Complaints and Appeals Policy
- Deferral Suspension Cancellation Withdrawal DSCW Form

End of Deferral, Suspension and Cancellation Policy

## OMNI COLLEGE EXPECTATIONS AND REQUIREMENTS

### STUDENT CODE OF CONDUCT POLICY

#### 1. Purpose and Legislative Background

The student code of conduct is intended to give all Omni College students a clear view expected behaviour and unacceptable behaviour. This policy is in line with Omni College commitment to providing students with a safe, supportive and an intellectual challenging study environment. This policy also outlines the consequences for non-conformity with the student code of behaviour including immediate suspension or cancellation in the case of severe breaches and or behaviour that may be construed as threatening to the safety of the student, other students, or any person on Omni College Premises.

Clause 5.2 (e) of Standards and Standard 3 of the National Code of Practice complies with this policy.

#### 2. Responsibilities

- 2.1 The RTO Manager and Trainers are responsible for outlining and creating the appropriate code of conduct with the learning environment and for upholding the principles and values of the Student Code of Conduct Policy.
- 2.2 The RTO Manager and CEO are responsible for resolving complaints in the learning environment.
- 2.3 Student Support Officers can assist you in resolving issues and can arrange and facilitate meetings between you and your trainer(s).
- 2.4 Students are responsible for respecting and always adhering to this policy.

#### 3. Definitions

- 3.1 Student – is a person enrolled to study at Omni College. These students can be both domestic students and International Students.
- 3.2 Behaviour- Manner of Behaving or acting.

#### 4. Requirements and Process

- 4.1 The Student Code of Behaviour expectations are always required to be respected and conformed with

##### 4.2 Expected Student Behaviour

- The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial, and sexual differences, age, disability, or socio-economic status.
- The right to be free from all forms of intimidation.
- The right to work in a safe, clean, orderly, and cooperative environment.
- The right to have personal property (including computer files and student work) and the Registered Training Organization property protected from damage or other misuse.

- The right to have any disputes settled in a fair and rational manner (this is accomplished by the Complaints and Appeals procedure).
- The right to work and learn in a supportive environment without interference from others.
- The right to express and share ideas and to ask questions.
- The right to be always treated with politeness and courteously.
- The expectation that students will not engage in cheating or plagiarism.
- The expectation that students will submit work when required.
- The expectation that students will maintain consistent academic performance by attending required classes and completing assessments.
- The required level of academic performance is 50% of scheduled sessions.
- The required level of attendance is more than 80%.
- The expectation that all fees will be paid by the due date.

#### 4.3 Unacceptable Student behaviour

- Disobeying any reasonable direction by a Omni College staff member.
- Acting dishonestly when undertaking tests, examinations or reports required for course assessment purposes.
- Failing to return library or other loaned to Omni College property by the required date.
- Viewing or distributing offensive material via the internet, email, or other means.
- Discrimination, harassment and victimisation.
- Bullying and intimidation.
- Racist or sexist comments.
- Behaving in a disruptive manner, such as swearing, yelling, or using offensive language.
- Using mobile phones during classes.
- Illegal use of drugs or alcohol.
- Stealing, vandalising or causing wilful damage to Omni College property.
- Endangering the safety of yourself or others.
- Assaulting or attempting to assault anyone while on Omni College premises.
- Inappropriate possession of guns, knives or other weapons while engaging in Omni College activities.

## **5. Default of Tuition Fees**

- 5.1 If the students are found to have defaulted in the payment of tuition fees, Omni College's finance department will send the student a payment reminder notice giving the student opportunity to make or organise payments.
- 5.2 If the students continue to default in the payment of tuition fees despite given a schedule to finalise payment, they will be issued a letter for late payment of fees.
- 5.3 If students still do not pay after the first letter, a second letter informing them of Omni College's intention to suspend or cancel their enrolment will be issued. This letter will inform the students of their right to access Omni College's complaints and appeals process within 20 working days (plus 2 working days for postage handling). The cancellation of the student's enrolment cannot take effect until the appeal process is completed.
- 5.4 Suspension or cancellation of enrolment must be reported to Department of Home Affairs and may affect the student's visa status (only applicable to international students).

## 6. Provider Decision to Cease Student Enrolment

- 6.1 Non commencement of studies: Student's enrolment shall be cancelled within 31 days from the course commence date.
- 6.2 Student Notified Cessation of Studies: when a notification is received actively – that is the student contacts Omni College and advises that they will be ceasing studies – or inactively – that is where no information has been received from the student, but the student just failed to return after an arranged holiday break or where a student has been absent for more than 5 consecutive days during study without any approval.
- 6.3 Non-payment of fees: As stated above at para 5, enrolment can be cancelled for non-payment of tuition Fee.
- 6.4 Disciplinary reasons: For reasons of misbehaviour or Plagiarism.
- 6.5 No longer holding a student visa: when Omni College has seen evidence that the student is no longer the holder of a student visa. Examples of this may be where the student has been granted permanent residency or some other visa type that is not a student visa.
- 6.6 Provider unable to deliver course – when the course remains registered, but for whatever reason, Omni College will not be teaching the course to this CoE holder, at this time due to insufficient numbers of students enrolled in a course.
- 6.7 Non-Compliance with visa conditions: Such as when students fail to meet:
  - a) Student Failed to Meet Course Requirements

## 7. Plagiarism

- 7.1 Students found cheating during assessment or have submitted plagiarised work will be given an opportunity to explain their case. Depending on the situation, the RTO Manager shall decide whether the student should repeat the unit and pay the repeat tuition fee or resubmit the assessment and as well as have the breach dealt with under the other provisions of the Student Code of Behaviour.
- 7.2 Multiple breaches of this code of conduct may result in suspension or cancellation.
- 7.3 An improvement plan will be developed to assist the student to complete the course where applicable.

## 8. Procedure for Breach against Student Code of Behaviour

- 8.1 For non-compliance with the Student Code of Behaviour, the following procedure for discipline will be followed except in situations where the CEO determines that the behaviour is sufficient to warrant expulsion. Where a student has been expelled, they will be unable to attend class; however, they will have a right of appeal under the Appeals Procedure Complaints and Appeals Policy and Procedure.
  - **Step 1** - A member of the Institute staff will contact students in the first instance and arrange a counselling meeting to discuss the issue or behaviour & to determine how the issue might be rectified. This meeting and its outcomes will be documented, signed by all parties, and included on the student's personal file.
  - **Step 2** - Where there is a second breach of the Student Code of Behaviour, students will be invited for a personal interview with the RTO Manager to discuss the breaches

further. This meeting and its outcomes will be documented, signed by all parties, and included on the student's personal file.

- **Step 3** - Should a third breach of the Student Code of Behaviour occur after the stage 2 meeting; the student will be provided with a final warning in writing & a time frame in which to rectify the issue. A copy of this letter will be included on the student's personal file.
- After the three steps in the discipline procedure have been followed, and breaches of the Code of Behaviour continue, training services will be withdrawn, and the student will be sent a student cancellation warning letter.
- Failure to attend scheduled meetings may result in Omni College deciding to cancel a student's enrolment.
- If Omni College intends suspending or cancelling the student's enrolment where it is not at the student's request, the student must be informed they have 20 working days to appeal to Omni College.

**The following procedure is ONLY for International Students**

- If the appeal is not upheld or the student withdraws from the appeal process, then Omni College must report the student to Department of Education and Department of Home affairs via PRISMS. The suspension or cancelling of the student's enrolment cannot take effect until the appeal process is completed unless there are extenuating circumstances relating the student's welfare.
- Suspension or cancellation of enrolment must be reported to Department of Home affairs and may affect the status of a students' VISA.
- At any stage of this procedure students can access Omni College complaints and appeals procedure to settle any disputes that may arise.
- The written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to act under the *Australian Consumer Law* if the *Australian Consumer Law* applies (Standard 3.4.5 – The National Code 2018).
- This process applies to domestic students with the exclusive of reporting circumstance to Department of home affairs.

## **9. Management Action and Responsibility**

*The policy must be approved by the CEO before it takes effect.*

End of Student Code of Conduct Policy



## ACCESS AND EQUITY POLICY

### 1. Purpose and Legislative Background

The purpose of this Policy is to provide a frame of reference in providing and maintaining training services that reflect fair and reasonable opportunity for all clients, regardless of their diversity; allowing everyone to freely participate in the learning environment free from discrimination, harassment, bullying and vilification.

All trainees/students will be recruited ethically and responsibly and consistent with the requirements of the National Training Package. Our Access and Equity Policy ensures that trainee/student selection decisions comply with equal opportunity legislation. Appropriately, qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience. All members of the community, including priority VET target group members, are actively encouraged to participate in and are supported during our courses.

### 2. Policy Statement

Omni College is committed to providing quality training and assessment products and services in compliance with the Standards for Registered Training Organisations (RTOs) 2015.

Omni College promotes, encourages and values equity and diversity about clients. Omni College will ensure services offered are provided in a fair and equitable manner to all clients, free from bias.

Omni College is committed to providing flexible learning and assessment options, allowing clients alternatives which recognize the diversity of their individual needs and circumstances aiding them in their learning goals.

Omni College will ensure:

- a) all training and assessment policies and procedures incorporate access and equity principles.
- b) all learners have equitable access to the benefits of training and assessment irrespective of their gender, age, race, religion, culture, linguistic background, marital status, geographic location, socio-economic background, disability, sexual preference, family responsibility or political conviction.
- c) all nominations and enrolments into training courses and programs will be always conducted in an ethical and responsible manner, ensuring fairness and compliance with Equal Opportunity legislation; and
- d) all learners/clients have equitable access to training resources, facilities, equipment, support services, information, training and assessment personnel, materials, assessment opportunities, training opportunities.

### 3. Definitions

#### 3.1 The following words and expressions have the following specific meaning, as in the Standards for Registered Training Organisations (RTOs) 2015.

**Access and equity** mean policies and approaches aimed at ensuring that VET is responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment, or remote location may present a barrier to access, participation and the achievement of suitable outcomes.

#### 3.2 Discrimination

Discrimination occurs when a person is treated less favourably than others due to the person's circumstances, characteristics, or beliefs.

- a) **Direct Discrimination:** Direct discrimination takes place when a person, organisation or group of persons is treated less fairly than others based on stereotyped beliefs or views.
- b) **Indirect Discrimination:** Indirect discrimination includes rules, practices, or policies which appear to be non-discriminatory and equally applicable, but operate in such a way that certain groups of people are excluded without just cause.

#### 3.3 Workplace Harassment

Harassment is any behaviour which is unwelcome, offends, humiliates, or intimidates a person and causes the work environment to become unpleasant. If a person is being harassed, then their ability to do their work is affected as they often become stressed and suffer health problems.

Harassment may result from behaviour which is not intended to offend or harm, such as jokes or unwanted attention however, this does not mean that it is lawful.

#### 3.4 Sexual Harassment

The most common form of harassment is sexual harassment. Examples of sexual harassment include, but are not limited to:

- a) Unwanted touching
- b) Sexual innuendo propositions
- c) Nude pin-ups and posters
- d) Obscene telephone calls
- e) Wolf whistles

Sexual harassment can occur among peers or co-workers, and in subordinate-supervisor, supervisor-subordinate or staff-student, student-staff, student-student situations.

#### 3.5 Verbal Harassment

Examples of verbal harassment include, but are not limited to:

- a) Sexual comments, advances, or propositions
- b) Lewd jokes or innuendos

- c) Racist comments or jokes
- d) Spreading rumours
- e) Comments or jokes about a person's disability, pregnancy, sexuality, age, or religion
- f) Repeated questions about one's personal life
- g) Belittling someone's work or contribution in a meeting
- h) Threats, insults, or abuse
- i) Offensive obscene language
- j) Obscene telephone calls, unsolicited letters, faxes, and emails

### 3.6 Non-Verbal Harassment

Examples of non-verbal harassment include, but are not limited to:

- a) Leering (e.g., staring at a woman's breasts)
- b) Putting offensive material on notice boards, computer screen savers and emails
- c) Wolf whistling
- d) Nude or pornographic posters
- e) Displaying sexist or racist cartoons or literature
- f) Demoting, failing to promote, or transferring someone because they refuse requests for sexual favours
- g) Following someone home from work
- h) Standing very close to someone or unnecessarily leaning over them
- i) Mimicking someone with a disability
- j) Practical jokes that are unwelcome
- k) Ignoring someone, or being cold and distant to them
- l) Crude hand or body gestures

### 3.7 Physical Harassment

Examples of physical harassment include, but are not limited to:

- a) Unwelcome physical contact such as kissing, hugging, pinching, patting, touching, or brushing up against a person
- b) Indecent or sexual assault or attempted assault
- c) Hitting, pushing, shoving, spitting, or throwing objects at a person
- d) Unfastening a person's attire

## 4. Policy Principles

Omni College will not accept any form of discrimination and we will apply the following principles in support of access and equity:

### Access and Equity Principles

- a) Omni College abides by access and equity principles.
- b) Omni College will respect a client's right to privacy, confidentiality and be sensitive to client needs.
- c) Omni College provides equal opportunity for all learners and is responsive to the individual needs of clients whose gender, pregnancy, race, marital status, sexuality, age, family/carer responsibilities, disability, transgender, political conviction, cultural or ethnic background, linguistic background, religious belief, geographic location, socio-

economic background, employment/unemployment, imprisonment may present a barrier to access, participation and achievement of suitable outcomes.

- d) At enrolment, clients will be asked to identify personal needs or circumstances that may exist and for which they may require additional support (See Enrolment Policy).
- e) Real Property Learning (RPL) will ensure that all staff, employees, and contractors have access to the information and support needed to prevent discrimination, sexual harassment, bullying and violence, victimization, and vilification or to deal with it appropriately if it occurs.
- f) Omni College seeks to create a learning environment where all students are respected and can develop their full potential.
- g) All clients are given fair and reasonable opportunity to attend and complete training.
- h) All staff are given fair and reasonable opportunity to participate in relevant decision-making processes and the allocation of resources and services as required to fulfil their duties and responsibilities.
- i) Deficiencies will be investigated to determine whether a breach or policy deficiency exists. Should a discrepancy be proven, the impact of that breach or deficiency will be identified along with how the policy should be amended to eliminate the breach or deficiency in the future.
- j) All perceived deficiencies in the Access and Equity Policy are to be documented, assessed, and reviewed by the CEO Omni College.
- k) Omni College will demonstrate its commitment by:
  - a. Selecting students according to a fair and non-discriminatory process
  - b. Making its training relevant for a diverse student population
  - c. Providing suitable access to facilities and resources
  - d. Providing appropriate support services
  - e. Providing appropriate complaints procedures
  - f. Consulting with relevant industry groups
  - g. Raising staff, contractor, and student awareness of equity issues.

## **Equal Opportunity**

Omni College is an equal opportunity company and does not discriminate against or favour target groups in either recruiting or training, unless prescribed by funding contracts.

Target Groups are defined as:

- a) Aboriginal and Torres Strait Islanders.
- b) People with a disability.
- c) People from non-English speaking backgrounds.
- d) People in transition and other special groups (i.e., people re-entering the workforce, long term unemployed, sole parents, people with literacy problems, and those who have been institutionalised).
- e) Women.

- f) People from regionally isolated communities.

### **Special Needs/Considerations**

- a) Clients intending to enrol for training with Omni College are requested prior to enrolment to advise Omni College if they have any disability, physical or other impairment which may adversely affect their ability to successfully undertake training and assessment.
- b) Clients are encouraged to discuss with Omni College any 'special needs' and/or 'reasonable adjustments' to the study environment which they consider are necessary or would assist them in the performance of their studies.
- c) Omni College, in collaboration with the Client, will assess the potential for the Client to successfully complete the training which may include flexible delivery options to optimise the ease and benefit of the Clients' learning. However, no compromise to the integrity of the assessment against competency will be allowed.
- d) Clients with a disability are required to have the ability to fulfil the core requirements of the units of Competence to attain the relevant award. However, it is recognised that flexibility in arrangements may need to be implemented.

### **Language, Literacy and Numeracy**

- a) Each Training Package sets a minimum requirement in language, literacy, and numeracy skills of learners, with which Omni College must abide.
- b) Omni College makes appropriate concessions for language, literacy, and numeracy issues of clients where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity, and fairness of assessment.
- c) Where a Client is deemed, either prior to enrolment or throughout the training program, to possess a lower level of language, literacy or numeracy than is the minimum requirement for the requirements of the Training Package, Omni College will provide appropriate advice and support to the Client regarding further learning options. At times, further language or literacy development or remedial assistance may be required to be completed prior to the continuation or completion of the Client's course of study.

### **Harassment**

- a) Harassment will not be tolerated at Omni College. If harassment occurs, the person responsible will be subject to disciplinary procedures. Disciplinary action will be taken against any staff or client involved in such behaviour. This may include termination of employment and removal of the client from the training course.
- b) Serious cases of harassment may constitute a criminal offence.
- c) Omni College will not tolerate behaviour which is sexual harassment and expects all staff, contractors, and clients to treat each other with dignity and respect.

### **Bullying and Violence**

- a) Omni College will not tolerate bullying or violent behaviour and expects all staff, contractors, and clients to treat each other with dignity and respect.

- b) Omni College recognises bullying and violence demeans and infringes the rights of individuals and groups, damaging the work and learning environment.

### **Vilification**

- a) Omni College will not tolerate behaviour which vilifies another person and expects all staff, contractors, and clients to treat each other with dignity and respect.

### **Complaints**

- a) Omni College encourages informal resolutions of discrimination, sexual harassment, bullying and violence, victimization, and vilification grievances in the first instance, as close to the source as possible, with the option of conciliation or investigation of the complaint if necessary.
- b) Complaints will be investigated in a confidential manner and action will be taken to ensure that the discrimination/harassment stops. Appropriate warning or disciplinary action will be taken where harassment is found to have occurred.
- c) Those responsible for advising, conciliating, or investigating a complaint must act fairly and impartially, they must act without bias and avoid any conflict of interest the respondent must be given a fair opportunity to know the case against him or her and to be given the opportunity to make a considered response.
- d) All staff, clients and contractors involved with the Omni College complaint procedures will be treated with respect and courtesy. Enquiries and complaints will be dealt with in a sensitive, equitable, fair, and confidential manner. All attempts will be made to deal with matters expeditiously while ensuring all parties are provided with sufficient time to prepare and or respond.
- e) Omni College acknowledges that it is of paramount importance and in the best interests of all parties that confidentiality is maintained during these procedures.
- f) Omni College encourages the reporting of behaviour that breaches equal opportunity policy but will not tolerate vexatious or frivolous complaints.

### **Victimisation**

- a) For complaints to be brought forward, complainants must feel secure in the knowledge that the Omni College procedures will be followed without fear of reprisal.
- b) Omni College will not victimise or treat any person unfairly for making a harassment complaint.
- c) Omni College will not tolerate behaviour of victimisation of another person and expects all staff, contractors, and clients to treat each other with dignity and respect.
- d) Any complaint of victimisation will be treated in the same manner as a complaint of discrimination, sexual harassment, or vilification.

## **1. Omni College Responsibilities**

Omni College has a legal and moral obligation to provide equal opportunity in an environment free from discrimination for staff, contractors, and clients to ensure that discrimination/harassment does not occur in the workplace.

Omni College will:

- a) Maintain policies and procedures for equal opportunities for all staff, contractors, and clients.

- b) Disseminate policies and procedures to staff, contractors, and clients.
- c) Examine all policies and practices, as they affect staff, contractors, and clients to ensure the elimination of discrimination and harassment.
- d) Ensure that there is no discrimination against any individual client or group of clients or staff, in access to facilities, products and services.
- e) Educate staff and contractors on the general goals and philosophy of equal opportunity together with the rationale for policies and practices which are adopted.
- f) Eliminate sexist and other discriminator language from all publications and discourage the use of such language in all printed material and in the speech of its staff, contractors, and clients.
- g) Establish and maintain mechanisms to deal with complaints.

### **CEO's Responsibilities**

Omni College CEO and Managers are responsible for client equity.

The CEO will not condone nor engage in discriminatory/harassing behaviour.

The CEO is responsible for ensuring that all staff are aware of this policy and that complaints will be dealt with in accordance with the terms of the Complaints and Appeals Policy.

The CEO(s) and Manager(s) are to ensure staff act according to this policy and all clients are made aware of their rights and responsibilities pursuant to this policy.

The CEO will maintain the confidentiality of all complaints. If the CEO feels that they are not the appropriate person to deal with the complaint, they will refer the matter to either a member of the management team or an external independent party for review and/or action.

### **Staff, Contractors and Clients Responsibilities**

Omni College staff, contractors and clients have the responsibility to:

- a) Act to prevent harassment, discrimination, and victimization against others.
- b) Respect differences among other staff, clients, and contractors, such as cultural and social diversity.
- c) Treat people fairly, without discrimination, harassment, or victimization.
- d) Respect the rights of others.
- e) Respect people's rights to privacy and confidentiality.
- f) Refuse to join in with these behaviours.
- g) Supporting the person in saying no to these behaviours.
- h) Acting as a witness if the person being harassed decides to lodge a complaint.
- i) Observe site rules or behaviour guidelines set by Omni College Trainers/Assessors.
- j) Behave in a manner that does not interfere with the learning of others; and
- k) Conduct themselves in a responsible manner while in training.
- l) Ensure the rights of all clients to have their say, balanced with the responsibility to listen to others and allow others to have their say.

If a Omni College staff, contractor or client feels harassed, bullied or otherwise a victim of unwelcome behaviour, the staff, contractor, or client is encouraged to inform the person where the behaviour is unwanted, unacceptable and/or offensive. If the staff, contractor, or client feels unable to approach the person, or if the behaviour continues following their request that the behaviour cease, the CEO Omni College should be contacted.

## **2. Legislation**

This policy reflects our commitment to the following legislation:

- a) National Vocational Education and Training Regulator Act 2011 (NVR Act) – Commonwealth
- b) Vocational Education and Training Accreditation Act 1990 (New South Wales)
- c) Education and the Education and Training Reform Act 2006 (Victoria)
- d) Vocational Education and Training Act 1996 (Western Australia)
- e) Vocational Education, Training and Employment Act 2000 (Queensland)
- f) Training and Skills Development Act 2008 (South Australia)
- g) Training and Workforce Development Act 2013 (Tasmania)
- h) Age Discrimination Act 2004 (Commonwealth)
- i) Disability Discrimination Act 2009 (Commonwealth)
- j) Racial Discrimination Act 1975 (Commonwealth)
- k) Sex Discrimination Act 1984 (Commonwealth)
- l) Discrimination Act 1991 (Australian Capital Territory)
- m) Disability Services Act 1991 (Australian Capital Territory)
- n) Anti-Discrimination Act 1977 (New South Wales)
- o) Anti-Discrimination Act (Northern Territory)
- p) Anti-Discrimination Act 1991 (Queensland)
- q) Equal Opportunity Act 1994 (South Australia)
- r) Sex Discrimination Act 1994 (Tasmania)
- s) Anti-Discrimination Act 1998 (Tasmania)
- t) Equal Opportunity Act 2010 (Victoria)
- u) Disability Act 2006 (Victoria)
- v) Equal Opportunity Act 1984 (Western Australia)

## **3. Records Management**

All documentation from regarding complaints concerning Access and Equity matters are maintained in accordance with Records Management Policy. (See Records Management Policy)

## **4. Monitoring and Improvement**

All Access and Equity practices are monitored by the CEO Omni College and areas for improvement identified and acted upon. (See Continuous Improvement Policy)

## **5. Management Action and Responsibility**

*The policy must be approved by the CEO before it takes effect.*

End of Access and Equity Policy



## OVERSEAS STUDENT ORIENTATION POLICY

### 1. Purpose

Omni College will support students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes. Overseas Student Orientation Policy sets out the process for the provision of an age and culturally appropriate orientation program. Where younger students are undergoing orientation, the information and topics are to be age appropriate.

### 2. Scope

This policy pertains to all enrolled international/overseas students commencing study.

### 3. Definitions

<b>Academic performance</b>	Assessment of competency as a student progress through the qualification.
<b>Course</b>	Refers to the specific course a student is enrolled.
<b>Face to face</b>	Usually, classroom based but may also entail practical laboratory, workshop, and other learning environments, provided the trainer assessor is present and  It should be noted that face-to-face training may involve the use of online/electronic tools and media, for instance Moodle platforms and eLearning. Providing the online/electronic tools and media do not replace to negate the need for a trainer assessor to be present. Face-to-face mode should be trainer assessor-lead rather than self-paced learning.  Some electronic mediums, such as Skype, make live-time discussions possible. However, these are not to be used as face-to-face study
<b>SSO</b>	Student Support Officer(s)
<b>Unit</b>	Unit of Competency
<b>VET</b>	Vocational Education and Training
<b>SMS</b>	Student Management System
<b>Study Period</b>	A study period is the regular scheduled term of study between study breaks, often of ten weeks duration.

### 4. Policy Statement

It is a requirement that all students attend an orientation session upon commencement of their studies with Omni College. Along with general orientation activities, new students may have needs or issues requiring specific support and interventions, therefore question time should be included. The orientation session should be carried out prior to commencement of studies and include information about:

- a) student support services available to students in the transition to life and study in a new environment

- b) legal services
- c) emergency and health services
- d) facilities and resources
- e) complaints and appeals processes, and
- f) any student visa condition relating to course progress and/or attendance as appropriate.

#### **4.1 Orientation Session**

During the face-to-face orientation it is ideal that commencing students meet with their course coordinator, trainers, and student support staff. They will also receive a Student Course Guide / Outline which informs students of the essential requirements of their course being studied and covers delivery and assessment methods of the course.

#### **4.2 Orientation Topics**

Information to be presented at orientation to commencing students includes, but is not limited to:

##### **4.2.1 Non-Academic**

- Emergency evacuation from building and muster points
- Emergency protocols, services, and contacts
- How to report harm (abuse, neglect or other) for under 18 students
- What's nearby i.e., shops, food, ATMs, services, parking and medical
- Essential services and contacts
- Transport and travel
- Legal Services

##### **4.2.2 VET Study in Australia**

- Credit transfer and RPL
- Competency based assessment
- Qualifications and Statements of Attainment
- Study Visa Requirements and conditions
- Health insurance and maintaining OSHC
- Keeping student address and contact details up-to date
- Completion of the course within the expected amount of time
- Reporting requirements: Department of Education and Australian Department of Home Affairs
- Working and your student visa
- Banking and tax file numbers

##### **4.2.3 Academic – RTO Specific**

- Student Support Services and Staff, as well as how to access these
- Campus and facilities
- Courses, class calendar study periods and important dates
- Fees and refunds
- Student Management System and record keeping
- Course progress / attendance requirements
- Procedures and methods for assessment of competencies

- Process for submitting or re-submitting assessments.
- Work placement requirements
- Student code of conduct
- Misconduct and discipline
- Rights and Responsibilities
- Complaints and Appeals
- Communication (e.g., internet and mobile phones)

#### **4.2.4 Orientation Forms**

- Students will receive
- Student handbook containing all information listed above
- Relevant RTO and course information publications
- Media Release Form to be completed
- Student Education Agents Survey
- Student Orientation Checklist and Acknowledgement to be completed

#### **4.2.5 Course / Unit of Competency Orientations**

At the commencement of each course and unit of competency, the trainers are to provide an orientation for the group, covering learning outcomes, delivery, and assessment methods of the unit(s).

### **5. Responsibilities**

- SSO will be responsible for outlining Non-Academic Information, introducing the Student Support Services and Staff, as well as informing students how to access these and other services.
- SSO or other staff members to cover all information pertaining to VET Study in Australia and Academic – RTO Specific.
- Trainers to be available to meet with students.
- Management is responsible for reviewing orientation feedback and implementing continuous improvement processes.
- Trainers are responsible for course/unit orientations at the beginning of each course or unit of competency.

### **6. Related Legislation and Regulations**

The related legislation and regulations of Overseas Student Orientation Policy are as below at Omni College:

- Education Services for Overseas Students (ESOS) Act 2000
- National Code of Practice for Providers of Education and Training to Overseas Students 2018: Standard 6 - Overseas Student Support Services

### **7. Related Policy and Procedure**

The related policy and procedure of Overseas Student Orientation Policy are as below at Omni College:

- Student Support Policy
- Student Support Procedures

## **8. Related Documents and Forms**

The related documents and forms of Overseas Student Orientation Policy are as below at Omni College:

- Orientation Delivery Checklist
- Student handbook containing all information listed above
- Relevant RTO and course information publications
- Media Release Form to be completed
- Student Orientation Checklist and Acknowledgement to be completed

End of Overseas Student Orientation Policy

## OVERSEAS STUDENT SUPPORT SERVICES POLICY

### Overseas Student Support Services Policy

#### 1. Purpose

To assist all overseas students to achieve successful completion of their education and training through the provision of quality training and support services and orientation. To achieve this, this policy aims to provide a framework for supporting students in adjusting to study and life in Australia, to achieve their learning goals and to maintain satisfactory progress towards meeting all learning outcomes. This policy outlines support services available to overseas students as well as how student information on these services is disseminated and how students may access them.

#### 2. Scope

All students who study at Omni College will be provided the appropriate support from Student Support Officers in relation to study, academic issues, accommodation, support, and general welfare arrangements. Overseas students and staff will be given information and advice pertaining to their personal safety and security.

#### 3. Definitions

Student contact officer	The National Code 2018 Standard 6.5 requires the provider to have a designated member of staff to be the official point of contact for students. You must list a designated member of staff – or members of staff – to be the official point of contact for students (6.5). You must keep these contact details up to date.
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#### 4. Policy Statement

Students will be provided with contact details referring them to relevant professionals in the instance that they require assistance outside the scope of student services. Any referrals are conducted at no cost to the student, however there may be fees and charges involved where an external service is used by the student. This should be clarified with the student prior to using external services. The following student support services are available and accessible for all overseas students studying with Omni College:

- student support services available to students in the transition to life and study in a new environment
- legal services
- emergency and health services
- facilities and resources
- complaints and appeals processes; and
- any student visa condition relating to course progress and/or attendance as appropriate.
- working and employment rights and conditions

##### 4.1 Orientation

A culturally sensitive and age-appropriate orientation must be undertaken, in support of assisting students (and their families) to adjust to living in Australia, commencing their study, and achieving the academic progress as outlined in their Training Plans. All information is to be provided without cost to the student.

The orientation programme should be accessible to all overseas students and allow for late arrivals and students who begin at different entry points (Refer to: Overseas Student Orientation Policy CRICOS). Information provided on orientation should be included in, and not conflicting with the student handbooks and website.

The orientation will cover information regarding studying in Australia, such as the following:

- support services available to assist in the transition into life and study in Australia.
- legal services.
- information on visa conditions relating to course progress and, if applicable, attendance.
- emergency and health services i.e., police, hospitals, fire, ambulance.
- English language and study assistance programs.
- personal and crisis support services available and how to access them.
- information on employment rights and conditions, resolving workplace issues and services available such as the Fair Work Ombudsman.
- key points and information on housing and accommodation with regulators contact information.
- Australian currency, banking, and shopping.
- Personal security and safety.

The orientation will also cover information about the RTO such as

- a comprehensive student handbook.
- outline of facilities and resources.
- relevant course information.
- requirements for course attendance and progress, as appropriate.
- important dates such as term/study period/semester, breaks and public holiday dates.
- complaints and appeals processes.
- information on mediation and or Overseas Students Ombudsman.
- critical Incidents and how they are handled.
- reinforcing the RTO expectations on behaviour and academic progress.

#### **4.2 Introducing Student Support**

Engaging students through an orientation day within the first week of their study period, orientation day will cover key points of the Student Support Program and role of the SSO, such as:

- Who is their Student Support Officers / Student Contact Officer?
- When are they available?
- Contact details.

#### **4.3 Provision of Information**

Assistance shall be provided to all students, **regardless of a student's place of study**, to access study support and welfare-related services, **both at orientation and throughout their time as a student.**

- Omni College provides free services designed to assist students in achieving academic progress, with sufficient student support personnel to meet the needs of the overseas students enrolled.
- Electronic methods of disseminating such information include the RTO website, emails, SMS and pod casts.

- Written formats methods of disseminating such information include the student handbook, noticeboard, newsletters or even a wallet-sized card with useful numbers.
- Students have the right to privacy and as such all staff, policies and practices must consciously safeguard the student's privacy and confidentiality to satisfy the Privacy Act.
- Student Support staff are engaged to provide such assistance, with at least one designated member of staff to be appointed as Student Contact Officer, this officer or officers must have access to the most up-to-date details regarding support services.
- Omni College has comprehensive Critical Incident policies and procedures to support students in times of need. These procedures contain immediate, during, after and post CI event and are well documented with feedback and review components.
- Omni College have dedicated staff as points of contact on all issues pertaining to a student's academic, living in the community and social concerns.
- Omni College are committed to ensuring that their Student Support Officers as well as any staff members who interact with overseas students are well informed and up to date with the ESOS framework and understand that framework, including our obligations and any possible implications of these obligations.
- All modes of study and learning needs will be catered for to facilitate access to and the provision of student support services, such as students undertaking practical or industry work placements, or online units of study.

#### **4.4 Safety and personal security**

Omni College is committed to taking all reasonable steps to ensure a safe, secure, and beneficial environment is maintained for overseas students, both on campus and at practical or industry work placements.

- Advice on possible actions taken to enhance safety and personal security is given at orientation and in the student and staff handbooks.
- Personal security and safety information is provided and readily available at any time to both students and staff.
- Detailed information will be provided to all overseas students about how to seek assistance for and report any incidents which may significantly impact upon their wellbeing, (including critical incidents).
- Omni College will provide overseas students with general information on safety and awareness relevant to life in Australia or refer them to such information as appropriate (including electronically).
- For specific information on student support for students under the age of 18 years - please refer to Younger Overseas Student Policy.

## **5. Responsibilities**

### **5.1 Staff Responsibilities**

- It is the responsibility of Student Support Officers to respond to student enquiries and the Student Contact Officer to be a first contact for students. Where student enquiries or needs are beyond the scope of training, knowledge, or experience of the Student Support Officer they must seek advice from their manager.
- Student Support Officers shall be responsible for initiating the Critical Incident procedures if they have deemed it a Critical Incident.
- Student Support Officers shall maintain a written record of any critical incident and remedial action taken by the registered provider for at least two years after the overseas student ceases to be an accepted student. (6.8)

- Student Support Officers must update student management system for each enquiry and all documentation is to be filed in the student's file.
- Student Support Officers must ensure that any written response to a student enquiry is generated from the Student Management System, so it has a contact log and a copy of the information sent. No verbal outcomes are to be acceptable practice by Omni College staff.
- Responsibility for briefing all staff of obligations under the ESOS Framework and National Code Standards and the implications of these for students lie with senior staff.
- Day to day responsibility for the oversight and management of student welfare support services lies with Administration Manager and Training Manager.
- CEO will have overall responsibility for this policy and the ensuing procedures.
- The day-to-day management of implementing the policy is the responsibility of the Training Manager, to whom the Student Support staff report.
- It is the responsibility of the CEO to ensure that all staff members who interact directly with overseas students are aware of the ESOS framework, in particular the providers' obligations under the ESOS framework.

## 5.2 Student Responsibilities

- Students shall be made aware of the following responsibilities at orientation and in their student handbook:
- Overseas students on a student visa have responsibilities to satisfy their visa conditions.
- Overseas students must advise the RTO of any changes in their Australian and/or country of origin addresses and phone numbers within 7 days.
- Visa and health insurance renewal is the compulsory responsibility of the student. All overseas students must ensure that they maintain a valid visa and any health insurance (OHSC) as a condition of their visa.

## 6. Related Legislation and Regulations

The related legislation and regulations of Overseas Student Support Services Policy are as below at Omni College:

- Education Services for Overseas Students (ESOS) Act 2000
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as 'the National Code 2018' Standard 6
- Standards for Registered Training Organisations (RTOs) 2015 - 1, 4, 5

## 7. Related Policies, Procedures and Documents

The related policies, procedures and documents of Overseas Student Support Services Policy are as below at Omni College:

- Younger Overseas Student Policy
- Complaints & Appeals Policy
- Complaints & Appeals Procedure
- Critical Incident Policy
- Critical Incident Procedure
- Critical Incident Form
- Overseas Student Orientation Policy
- Overseas Student Orientation Checklist

End of Overseas Student Support Services Policy



## STUDENT ORIENTATION AND SUPPORT SERVICES

We are committed to ensuring that you get all the support you need to adjust to life and study in Australia and to be successful in your studies.

Prior to commencing your studies, you will be required to participate in a compulsory orientation program that will include information on:

- legal, emergency and health services
- details of internal and external support services available to assist in the transition into life and study in Melbourne. Such services include welfare services, accommodation services, academic and career advice, IT support and student learning assistance, English language support and social inclusion activities
- facilities and resources
- organisational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals.
- any student visa conditions relating to course progress and attendance.

The enrolment form you complete will also help us to identify any support you need and depending on the course you are enrolling in, and your support needs can also be discussed during the orientation.

Services that we can offer to you include:

- Mentoring from appropriately qualified educators including their phone and email contact details.
- Dedicated mentor and mentor groups for each student.
- Receiving English language support.
- Access to a counsellor if required.
- Review of learning materials with the student and providing information in a context you can understand.
- Providing extra time to complete tasks if required
- Providing access to supplementary or modified materials.
- Providing supplementary exercises to assist understanding.
- Supervised study groups.
- Job placement assistance for those participating in courses that require practical placement.
- Online support and exercises for some courses.
- 60 Computer and technology support.
- Referral to external support services.

### Student Support Officers

If you require support or assistance with your course or aspects of your stay in Australia, please contact your Student/Client Support Officer who will assist or direct you to the appropriate support. If you are having trouble contacting any of these persons, please make an appointment through reception.

## Referral to external Counsellors

Omni College has a Memorandum of Understanding with a nominated external counsellor (Ms. Siri Indukuri, Counsellor, who is a Member of Psychotherapy and Counselling Federation of Australia (PACFA)) who will be available on request for student appointments. Omni College can schedule appointments with this nominated counsellor. Additional, nominal fees will apply for such counselling sessions.

## Welfare Services

We can also offer you a range of welfare services to help with the mental, physical, social, and spiritual well-being of international students. These services may include, through direct provision or referral, information/advice about accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. It may also include advice on academic and study issues.

Services may include additional costs in some cases.

Contact our Support team on (03) 8652 3990 for details about welfare services we can offer.

## External Support Services available.

Reading and Writing hotline

- Telephone: 1300 655 506
- Website: <http://www.literacyline.edu.au/index.html>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

## The Victorian Equal Opportunity & Human Rights Commission

- Telephone: (03) 9281 7100
- Website: <http://www.equalopportunitycommission.vic.gov.au/home.asp>

The Commission can resolve individual complaints about discrimination, sexual harassment, and racial and religious vilification by offering a conciliation process that is confidential, impartial, free, and simple.

## Legal Aid Victoria

- Telephone: 1800 677 402
- Website: <http://www.legalaid.vic.gov.au>

Victoria Legal Aid helps people with their legal problems and focuses on helping and protecting the rights of socially and poor Victorians. It can aid in the areas criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.

## Client Referral Support Services

Below is important information on various client services that Omni College clients (Students mainly) who can be referred to in case of a need.

### 1. Aboriginal and Torres Strait Islander

<ul style="list-style-type: none"> <li>Over time and across Australia, generations of Aboriginal and Torres Strait Islander people have experienced trauma, grief, and loss.</li> <li>Psychological distress is high amongst Aboriginal and Torres Strait Islander people, and this is exacerbated by ongoing social and health factors.</li> <li>The Victorian Aboriginal Education Association Incorporated is the peak Koorie community organisation for education and training in Victoria. They work for our community to build success in education and training.</li> </ul>	<p><b>Victorian Aboriginal Education Association</b> Phone: 03 9481 0800</p> <p>Fax: 03 9481 4072</p> <p>Email: <a href="mailto:vaeai@vaeai.org.au">vaeai@vaeai.org.au</a></p> <p>Website: <a href="http://www.vaeai.org.au/">http://www.vaeai.org.au/</a></p>
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### 2. Deaf or Hearing Impaired

<ul style="list-style-type: none"> <li>At Vicdeaf, their vision is to achieve access and equity for deaf and hard of hearing Victorians. They are a progressive community service organisation striving to provide relevant, responsive and accessible services.</li> <li>Established in 1884, they are still the primary source of reference, referral, advice and support for deaf and hard of hearing adults in Victoria.</li> <li>To achieve access and equity for people who are deaf or hard of hearing, they engage and work collaboratively with community, government, and private sector organisations.</li> </ul>	<p><b>Expression Australia (Formerly known as VicDeaf)</b></p> <p>Phone: 03 9473 1111</p> <p>Toll Free: 1300 780 235</p> <p>Fax: (03) 9473 1122</p> <p>Email: <a href="mailto:info@expression.com.au">info@expression.com.au</a></p> <p>Website: <a href="http://www.expression.com.au">www.expression.com.au</a></p>
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### 3. Blind or Vision Impaired

<ul style="list-style-type: none"> <li>Vision Australia is a leading national provider of blindness and low vision services in Australia. They work in partnership with Australians who are blind or have low vision to help them achieve the possibilities they choose in life.</li> <li>They support more than 27,500 people of all ages and life stages, and circumstances.</li> <li>They do this through 28 Vision Australia centers in Victoria, New South Wales, the Australian Capital Territory, Queensland, South Australia, and Western Australia; 30 clinics; and through outreach programs in the Northern Territory and Tasmania.</li> <li>They are a not-for-profit organisation and a major participant and partner in the international blindness community.</li> </ul>	<p><b>Vision Australia</b></p> <p>Phone: 1300 847 466</p> <p>Fax: 1300 847 329</p> <p>Email: <a href="mailto:info@visionaustralia.org">info@visionaustralia.org</a></p> <p>Website: <a href="http://www.visionaustralia.org">www.visionaustralia.org</a></p>
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#### 4. Acquired Brain Disorder

<p>BrainLink has experienced staff who can provide you with information, resources, and suggestions about learner’s situation either over the phone, email, or face to face. Some of the issues that Brain Link can assist with include:</p> <ul style="list-style-type: none"> <li>• Information about what services and support BrainLink offer to learners with an acquired brain disorder or injury.</li> <li>• Practical information about what services is available to learners for people living with an acquired brain injury or disorder in their community and how they can access these services.</li> <li>• Explanatory literature about acquired brain injury, stroke, progressive neurological disorders, and brain tumour.</li> <li>• A wide range of resources including fact sheets, booklets and books which are available to download, loan from the BrainLink library or purchase.</li> <li>• Information and assistance when accessing and using respite services.</li> <li>• Referral to local support groups for those living with or caring for a person with an acquired brain injury or disorder.</li> <li>• Comprehensive presentations for professionals and the public on BrainLink Services (resources included).</li> <li>• Weekly state-wide email network for professionals and individuals to receive information about what is happening in acquired brain disorders. To join this distribution list, or to advertise your news, contact BrainLink</li> </ul>	<p><b>BrainLink</b>  <u>Toll Free:</u> 1800 677 579  <u>Telephone:</u> 03 8761 9232  <u>Website:</u> <a href="http://www.brainlink.org.au">www.brainlink.org.au</a></p>
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#### 5. Learning Difficulties

<ul style="list-style-type: none"> <li>• Learning Difficulties Australia (LDA) is an association of teachers and other professionals dedicated to assisting students with learning difficulties through effective teaching practices based on scientific research.</li> <li>• The LDA Online Tutor Search is designed to allow users to search for specialist teachers with specific skills in teaching students with learning difficulties by location, year level, and areas of specialist expertise.</li> </ul>	<p><b><u>Learning Difficulties Australia</u></b>  <u>Phone:</u> 1300 756 206  <u>Email:</u> <a href="mailto:enquiries@ldaaustralia.org">enquiries@ldaaustralia.org</a>  <u>Website:</u> <a href="http://www.ldaaustralia.org">www.ldaaustralia.org</a></p>
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<ul style="list-style-type: none"> <li>The Tutor Search will then provide with a list of Consultant Tutors who meet the requirements as specified.</li> </ul>	
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## 6. Physical Disability

<ul style="list-style-type: none"> <li>Scope was established in 1948 by a group of families desperate for support for their children with cerebral palsy. Without a service provider who would take their children on, the families banded together to create a not-for-profit organisation that believed in the potential of every individual, regardless of the complexity of their disability. With this conviction, the Spastic Children’s Society of Victoria was born.</li> <li>As the children they supported thrived and grew, so did the organisation. It extended its services to include adults with a disability and changed its name to the Spastic Society of Victoria.</li> <li>By 2001, the Spastic Society of Victoria was providing a wide range of services to more than 3500 people with a range of disabilities and support needs.</li> <li>To reflect this expansion, the organisation changed its name to Scope. They chose ‘Scope’ as it upheld the core belief of their founding families — with the right support every person has scope to achieve their goals in life.</li> <li>Today, Scope supports more than 6000 people with a disability to lead the life they choose. They work with more than 1000 community organisations to help create welcoming and inclusive communities for people with a disability.</li> <li>Through best practice research and innovation, they provide leadership to both state and federal governments in policy development and sector reform. At Scope, they see the person not the disability.</li> </ul>	<p><b><u>Scope Central Office</u></b>  Level 2, 302 Burwood Road  Hawthorn VIC 3122  <b>Phone:</b> 1300 472 673  <b>Email:</b> <a href="mailto:contact@scopevic.org.au">contact@scopevic.org.au</a>  <b>Website:</b> <a href="http://www.scopeaust.org.au">www.scopeaust.org.au</a></p>
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## 7. Intellectual disability

<ul style="list-style-type: none"> <li>A person with an intellectual disability may have difficulty learning and managing daily living skills. This is due to impaired cognitive (thought-related) processing before the age of 18 years, resulting in an IQ below 70. However, everyone is unique. How a person functions in their daily life depends on many factors, not just their IQ level. Characteristics of people with an intellectual disability</li> </ul>	<p><b>Disability Intake and Response Service</b>  <b>Phone:</b> 1800 783 783  <b>Website:</b> <a href="http://www.lcg.asn.au">www.lcg.asn.au</a></p>
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<ul style="list-style-type: none"> <li>• Every person is unique, with their own personality and areas of ability and areas of difficulty. Generally, a person with an intellectual disability:             <ul style="list-style-type: none"> <li>○ learns and processes information more slowly than people without an intellectual disability</li> <li>○ has difficulty with abstract concepts, such as money and time</li> <li>○ has difficulty understanding the subtleties of interpersonal interactions.</li> </ul> </li> </ul>	<p><b>Your Department of Human Services Regional Office</b></p> <p><u>Website:</u> <a href="http://www.dhs.vic.gov.au/for-individuals/disability">www.dhs.vic.gov.au/for-individuals/disability</a></p> <p><b>Centre for Developmental Disability Health Victoria</b></p> <p><u>Phone:</u> 03 9792 7888</p> <p><u>Email:</u> <a href="mailto:cddh@monashhealth.org">cddh@monashhealth.org</a></p> <p><u>Website:</u> <a href="https://www.cddh.monashhealth.org/">https://www.cddh.monashhealth.org/</a></p> <p><b>Yooralla Community Learning and Living Centre</b></p> <p><u>Phone:</u> 03 9666 4500</p> <p><u>TTY:</u> 03 9916 5899</p> <p><u>Email:</u> <a href="mailto:yooralla@yooralla.com.au">yooralla@yooralla.com.au</a></p>
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## 8. Mental illness

<ul style="list-style-type: none"> <li>• Mental illness is a general term for a group of illnesses that may include psychotic or changed mood symptoms. Mental illness can make it difficult for someone to cope with work, relationships, and other demands. The relationship between stress and mental illness is complex, but it is known that stress can worsen an episode of mental illness. Most people can control their mental illness with medication, counselling, or both.</li> </ul>	<p>Where to get help:</p> <p><b>Local Community Mental Health Service</b></p> <p>SANE Helpline Tel. 1800 187 263</p> <p><b>ARAFMI (Association of Relatives and Friends of the Emotionally and Mentally Ill)</b></p> <p><u>24hr:</u> 0429 346 638</p> <p><u>Phone:</u> 07 3254 1881</p> <p><u>Email:</u> <a href="mailto:info@arafmi.com.au">info@arafmi.com.au</a></p> <p><b>Mental Health Foundation Australia (Victoria)</b></p> <p>Phone: 03 9826 1422</p> <p>Helpline: 1300 643 287</p> <p><u>Email:</u> <a href="mailto:admin@mentalhealthvic.org.au">admin@mentalhealthvic.org.au</a></p> <p><u>Website:</u> <a href="http://www.mhfa.org.au/">www.mhfa.org.au/</a></p> <p><b>General Mental Health Help and Support</b></p> <p><u>If your safety or the safety of others is at risk, contact emergency services on 000 (24 Hrs)</u></p> <p><u>Beyond Blue</u></p> <p>1300 22 4636 (24 Hrs)</p> <p><u>Lifeline</u></p> <p>13 11 14 (24 Hrs)</p>
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	<p><u>Suicide Call Back Service</u></p> <p>1300 659 467 (24 Hrs)</p> <p><u>Kids Helpline</u></p> <p>1800 55 1800 (24 Hrs)</p> <p><b>Other helplines</b></p> <p><u>Tandem Support and Referral Line</u></p> <p>Information, support, advocacy or referral for family members or friends who are supporting a person with mental health issues. Call 1800 314 325.</p> <p><u>Blue Knot Foundation Helpline</u></p> <p>Information, support, or referral for adult survivors of childhood trauma and abuse. Call 1300 657 380, 9am-5pm / 7 days a week.</p> <p><u>Butterfly Foundation's National Helpline</u></p> <p>Counselling and treatment referral for people with eating disorders, and body image and related issues. Call 1800 33 4673 8am-9pm / 7 days a week.</p> <p><u>eheadspace</u></p> <p>Mental health and wellbeing support, information and services to young people aged 12 to 25 years and their families. Call 1800 650 890.</p> <p><u>MensLine Australia</u></p> <p>Telephone and online support and information service for Australian men. Call 1300 78 99 78, 24 hours / 7 days a week.</p> <p><u>MindSpot Clinic</u></p> <p>Telephone and online service for people with stress, worry, anxiety, low mood, or depression. Call 1800 61 44 34 AEST, 8am-8pm (Mon-Fri), 8am-6pm (Sat).</p> <p><u>QLife</u> telephone and web-based services to support lesbian, gay, bisexual, transgender, and intersex (LGBTI) people. Call 1800 184 527, 3pm-12am (midnight) / 7 days a week.</p> <p><u>PANDA</u></p> <p>(Perinatal Anxiety &amp; Depression Australia) telephone information, counselling, and referral service. Call 1300 726 306, 9am-7:30pm AEST (Mon-Fri).</p> <p>Brother to Brother, a 24-hour crisis line for Aboriginal men has been set up to provide extra support during the coronavirus pandemic. Call 1800 435 799.</p> <p><u>SANE Australia</u></p>
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	<p>support, training, and education enabling those with a mental illness to lead a better life. Call 1800 18 7263, 9am-5pm (Mon-Fri).</p> <p><u>Open Arms (Veterans and Families Counselling)</u></p> <p>24/7 free and confidential counselling to anyone who has served at least one day in the ADF, and their families. Call 1800 011 046.</p> <p><u>Mental Health Foundation Australia</u></p> <p>National Mental Health Helpline offers emotional and practical support to families, carers, and individuals with mental health issues. The response team does not provide counselling but can arrange a call back from a trained Psychologist or Counsellor. Call 1300 643 287.</p> <ul style="list-style-type: none"> <li>• 1800Respect - 1800 737 732</li> <li>• Grief Line – 1300 845 745 (7 Days, Midday – 3am)</li> <li>• OCD &amp; Anxiety HelpLine Victoria – 03 9830 0533 or 1300 269 438 (Weekdays, 10am – 4pm)</li> <li>• ParentLine – 1300 30 1300</li> <li>• Reconnexion – 1300 273 266 (Weekdays, 9am – 5pm)</li> <li>• Relationships Australia – 1300 364 277</li> </ul>
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## 9. Dyslexia

<p>People with dyslexia display some of the following signs:</p> <ul style="list-style-type: none"> <li>• Confused by letters, numbers, words, sequences, or verbal explanations.</li> <li>• Reading or writing shows repetitions, additions, transpositions, omissions, substitutions, and reversals in letters, numbers and/or words.</li> <li>• Complains of feeling or seeing non-existent movement while reading, writing, or copying.</li> <li>• Seems to have difficulty with vision, yet eye exams do not reveal a problem.</li> <li>• Trouble learning Sight Words</li> <li>• Reads and rereads with little comprehension.</li> <li>• Spells phonetically and inconsistently.</li> <li>• confusion or weakness with letter order within words</li> </ul>	<p><b>Brenda Baird Dyslexia Australia</b></p> <p>4-B La Senda Court, Springwood, QLD 4127 Springwood, QLD 4127</p> <p><u>Phone:</u> 07 3299 3994</p> <p><u>Website:</u> <a href="http://www.dyslexia-australia.com.au/">www.dyslexia-australia.com.au/</a></p>
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## 10. Other Medical Conditions

- There are various medical conditions that may impact on a student's study. Medical condition is a temporary or permanent condition that may be hereditary, genetically acquired or of unknown origin. The condition may not be obvious or readily identifiable, yet may be mildly or severely debilitating and result in fluctuating levels of wellness and sickness, and/or periods of hospitalisation; for example, asthma, diabetes, kidney disorders, cystic fibrosis, back injury, cancer, hepatitis, chronic fatigue syndrome (CFS), HIV/AIDS etc.
- Depending on the nature of the medical condition, the Management will seek advice from appropriate medical/support groups/ government agencies for deciding on the course of action to be taken for deciding on the suitability or otherwise for admission into the chosen courses. An alternative course may also be suggested.

**Victorian Government Mental Health Advice Line – 1300 280 737**

### **Medications and Poisons**

Medicines Line - 1300 MEDICINE (1300 633 424)

Poisons Information Line – 13 11 26

### **Suicide and Crisis Support**

Lifeline – 13 11 14

Suicide Call Back Service – 1300 659 467

Suicide Help Line (Victoria) – 1300 651 251

### **Support for Youth**

Headspace – 1800 650 890

Kids Helpline – 1800 55 1800

YSAS – 1800 458 685 (Weekdays, 9am – 8pm)

### **Notifying if things change**

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course or the arrangements for training and assessment. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.

Depending on the type of change, we may send a letter to your home address, send you an email, or an SMS message.

You can let us know of any changes to your details by using the Change of Details Form.

We will also contact you at least once every 6 months to make sure we have your current home address, email address and mobile number.

### **Legislation and you**

As an international student studying in Australia, you have certain rights and responsibilities under Australian legislation as follows.

#### *Education Services for Overseas Students*

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 2018. For more information about your rights and responsibilities under the ESOS Framework, visit the following website:

<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx#Information>

You also have certain rights and responsibilities under the following legislation as discussed below.

## **WORKPLACE HEALTH AND SAFETY**

Under the Workplace Health and Safety Act 2011, Omni College must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. Omni College has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/teacher.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you are not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with Omni College emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them. Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc.).

### **National VET Regulator ACT 2011**

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation (RTO) that is registered with the Australian Skills Quality Authority (ASQA), Omni College is required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

You can contact ASQA for further detail re the expected standards and guidelines that all RTO's are required to adhere to.

## PRIVACY ACT

In collecting your personal information Omni College will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the Victorian Information Privacy Act 2000, the Freedom of Information Act 1982, and the Public Records Act 1973.

This means that we will:

- inform you of the purpose for which the information is collected.
- only use the personal information that you provide to us in relation to your study with us.
- ensure your personal information is securely handled and stored.
- we will inform you of any organisation and the type of organisation to which we disclose personal information e.g., the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g., for statistical purposes.

We will not disclose your personal information to another person or organisation unless:

- we have made you aware that information of that kind is usually passed to that person or organisation.
- you have given written consent.
- we believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person.
- the disclosure is required or authorised by or under law; or
- the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

## CONCLUSION

If you have any queries or require further information about anything in this handbook or a general enquiry, please do not hesitate to contact our friendly team during office hours – 1300 003 332 or send an email to [admission@omni.edu.au](mailto:admission@omni.edu.au).

We welcome you to the Omni College where we look forward to meeting your expectations and more.

**Omni College reserves the right to amend this policy at any time; the amendments will be for the purpose of continuous improvement of Omni College operations and may affect the student in some way, shape or form.**

**This policy and the “written agreement” Letter of offer does not remove the right of a student to act under Australia Consumer Protection Law.**