



## International Student Handbook

ASHT PTY Ltd trading as

**Alliance College**

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## About this Handbook

The purpose of the student handbook is to provide you, our valued client, a resource book, detailing all our products and services available here at Alliance College.

Our philosophy here at Alliance College is about quality continuous improvement. If you have any ideas or suggestions about how we can do things better, please let us know by forwarding them to Administration or leave them in the Suggestion Box located in the Student Room.

We wish you good luck with your studies.

Ray Fa

*Chief Executive Officer*

### ***Mission Statement of the Quality Assurance Group***

“To provide you with the highest possible quality training and assessment experience in Hospitality and Business. We aim to meet or exceed your needs and expectations”

## Staff Information

### Chief Executive Officer

Ray Fa

### Training Manager

Erika Posch

### Administration Manager

Eva Yang

### Marketing Manager

Fernanda Paes Dos Reis

### ELICOS Director of Studies

Lizzy Edwards

### Compliance Manager

Kyleigh Henningsen

### Trainer and Assessors

Scott Mansfield

Scott Heher

Liam Scanlon

Matthew Inkley

Chloe Cowan

Miles Aravin Yuvarajan

Tony Webster

Erika Posch

Irene Jong

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### ELICOS Teacher

Lizzy Edwards

Anna Pham

### Tutor

Kacey Jin

Rita Liu

### Student Support

Yui Zhang

Dee Yang

### Office Administrator

Ritika Lamba

### Marketing Officer

Candice Feng

Abdullah Shaikh

**Information Technology and Communications**

Ming Zeng  
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**Finance Officer**

Yina Wang  
Rita Liu

**Café Supervisor**

Kacey Jin

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## COURSES AVAILABLE

The school offers a variety of courses for Overseas Students

Qualification	CRICOS Code
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### ***COOKERY AND HOSPITALITY***

SIT30616 Certificate III in Commercial Cookery	095105E
SIT40516 Certificate IV in Commercial Cookery	095104F
SIT50416 Diploma of Hospitality Management	090998C
SIT60316 Advanced Diploma of Hospitality Management	091093C

### ***BUSINESS***

BSB40120 Certificate IV in Business	108200F
BSB50120 Diploma of Business	108202D
BSB60120 Advanced Diploma of Business	108201E

### ***AUTOMOTIVE***

AUR30620 Certificate III in Light Vehicle Mechanical Technology	104781A
AUR40216 Certificate IV in Automotive Mechanical Diagnosis	104780B
AUR50216 Diploma of Automotive Technology	104779F



NATIONALLY RECOGNISED  
TRAINING

## GENERAL INFORMATION

Alliance College-Training and Education is a Registered Training Organisation (RTO), who operate under approval of the Australian Government Commonwealth Register of International Courses for Overseas Students (CRICOS), Australian Skills and Quality Authority (ASQA) and Australian Quality Training Framework (AQTF).

The organization is responsible for the quality of the training and assessment in compliance with Standards for Registered Training Organisations (RTOs) 2015, and for the issuance of the AQF (Australian Qualifications Framework) certification documentation.

The organization is required to comply with:

- The *Standards for Registered Training Organisations (RTOs) 2015* and
- The Education Services for Overseas Students, or ESOS Act and National Code details the regulatory requirements for education and training institutions offering courses to international students in Australia on a student visa.

## ESOS LEGISLATIVE FRAMEWORK

The Education Services for Overseas Students Act 2000, or ESOS Act, establishes legislative requirements and standards for the quality assurance of education and training institutions offering courses to international students who are in Australia on a student visa. ESOS also provides tuition fee protection for international students.

Australia provides rigorous protection for international students through the Education Services for Overseas Students Act 2000 (ESOS Act) and related legislation, which protects and enhances Australia's reputation for quality education, provides tuition protection and supports the integrity of the student visa program.

The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) sets nationally consistent standards for the delivery of courses to overseas students. The National Code 2018 commenced on 1 January 2018. Education institutions must comply with the National Code to maintain their registration to provide education services to international students.

The Department of Education is responsible for the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). Only education institutions registered under the ESOS Act and listed on CRICOS can enrol overseas students to study in Australia on a student visa.

The Australian Government is committed to ensuring you have an excellent education experience in Australia.

The new fact sheet for international students contains important information about your rights and responsibilities while studying in Australia. For more information about studying in Australia, please visit Study in Australia.

## MANAGEMENT GROUP

The group meets regularly to discuss various aspects of the school and is committed to the principles of quality and continuous improvement.



## TRAINING LOCATION

- 97 Pirie Street, Adelaide SA 5000.
- 125 Pirie Street, Adelaide SA 5000
- 433 Morphett Street, Adelaide SA 5000
- Level 1/72 Mary Street, Surry Hills NSW 2010
- Unit 19 30-32 Beaconsfield St, ALEXANDRIA, NSW, 2015

## OPENING HOURS

The hours of the school are from 8.30am to 4.30pm, Monday to Friday. The training and administration team will be more than happy to assist with any enquiries during these hours.

## TRAINING FACILITY AND EQUIPMENT

Alliance College' classroom-based facilities have recently been upgraded to offer the latest amenities.

This includes, but not limited to:

- Most classrooms are fully equipped with presentation requirements, including whiteboards, data projectors, etc.
- Purpose-built training kitchens facilities and equipment where students have individual practical spaces to learn hands-on skills.
- Training bars and café include fully operational beer taps, coffee machines, etc.
- Change rooms and lockers for Commercial Cookery and Hospitality students.
- Students' common area to relax, while not in class, with fridge, microwave appliances, extra-curricular reading books and power plugs for electronic devices.
- Free access to Wi-Fi, air conditioning and spare laptops are available to rent on campus.

## ENGLISH LANGUAGE PROFICIENCY

The English language entry requirement for all courses is IELTS: 5.5 overall with no band less than 5 or equivalent. You must provide a certified copy of your IELTS test or evidence of an equivalent.

Qualifications recognised by Alliance College as equivalent to an IELTS 5.5 overall score upon completion are as published on Alliance College official website.

Other circumstances where the IELTS requirement may be waived is where there is evidence of:

- Successful completion, within the last two years, of a senior secondary or tertiary level course, undertaken in Australia in English
- Successful completion, within the last two years, of a CRICOS registered course at AQF Level 4 or above delivered in Australia
- The student applicant successfully completing the required Alliance College pre enrolment LLN test

## STUDENT VISA

A Student is required to obtain the required visa to study with Alliance College. If you have not obtained the correct visa (subclass 500) by commencement, you will need to apply to Department of Home Affairs for this visa and provide a copy of the visa to the Alliance College before you can commence your study. It is your obligation to ensure you have the correct and valid visa to commence study. According to Alliance College Code of Ethics, we are required to advise Department of Home Affairs if you present an incorrect subclass visa.

If a student does not have the correct visa for enrolment, evidence must be supplied to the school of the application made to Department of Home Affairs before commencing study.

For more details of student visa conditions, please visit the Department of Home Affairs (DHA) website: <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions> or call 131 881.

## OVERSEAS STUDENT HEALTH COVER (OSHC)

OSHC is an insurance designed to help international students cover the costs of medical and hospital care that they may need while in Australia. If you are planning to study in Australia soon, it is important that you purchase your Australian international student health insurance prior to departing your home country. It is a condition for temporary student visa holders to maintain adequate health insurance for the duration of your visa.

If you allow your cover to lapse, when you renew your OSHC you will have to back pay for any period that you were not covered by OSHC.

In addition, you are not entitled to receive benefits for periods when you were not covered by OSHC. Evidence of this Health Cover must be supplied on receipt of a confirmation of enrolment.

Alliance College can help you with OSHC through Bupa Health & Care if requested.

More information about OSHC are available on:

[https://www.privatehealth.gov.au/health\\_insurance/overseas/overseas\\_student\\_health\\_cover.htm](https://www.privatehealth.gov.au/health_insurance/overseas/overseas_student_health_cover.htm)

## COURSE INFORMATION

Course information is available from several sources. These include, but not limited to:

Brochures: available at reception and website  
Front Office: available to answer questions  
Website: [www.alliancecollege.edu.au](http://www.alliancecollege.edu.au)

## COURSE DURATION

Alliance College courses are registered on CRICOS which details the duration of each course.

## COURSE STRUCTURE

The course name and codes, duration and holiday breaks, delivery modes, location, pre-requisites, English and academic entry requirements, tuition and non-tuition fees and any other special course requirements such as work placement arrangements are stated on course profile and also available on Alliance College official website.

## TRAINING

You will have up to 25 hours face-to-face training per week with, but not limited to, classes quizzes and practical placement. Your skills and knowledge will be applied practically in our training café, bar, kitchen and function room through all levels.

Alliance College has its very own 'Chapter One' Training Café and 'Oui Chef' Training Kitchen and Functions Room, which are open to the public. These allow our students to partially and fully complete their placement on campus. While working at Alliance College's training premises, students are supervised and mentored by our fully qualified training staff, who had rich experiences in the industry.

We offer language support by providing tutorial classes under each qualification. English Language Intensive Courses for Overseas Student (ELICOS) program is also available to enhance International Students' Academic English skills.

## LEARNING RESOURCES

Alliance College provides all required learning and assessment materials for the Certificate III, IV, Diploma and Advanced Diploma programs.

Every student enrolled with Alliance College has their own access to online learning resources, where it is possible for students to view the learning material and check results for each unit.

Physical workbooks for each unit are available as your supplementary learning materials. The school can help you order the workbooks as per requested at your own cost. Workbook Order form can be obtained at the front desk.

Students need to provide their own laptop or tablet with microphone, camera and Wi-Fi connectivity capability, and Microsoft Office with Word, Excel, PowerPoint and Outlook installed.

Students who study remotely due to Covid 19 restrictions are required to download Zoom software on their laptop, and have access to the internet, with good speed to be able to do conference video calls with Alliance College.

Commercial Cookery students are provided with full commercial cookery uniform and full knife kit (included in material fee).

Hospitality students are provided with full hospitality uniforms (included in material fee).

## ASSESSMENT RESULT EXPLANATION

Assessments are competency based and students will be assessed against each unit's requirements. Competency based training is about training students in the specific units until the trainer and assessor believes that the student is able to demonstrate competence in the unit and/or qualification.

### COMPETENT

All training and assessment requirements of the qualification and/or units of competence have been met.

### NOT YET COMPETENT

All training and assessment requirements of the qualification and/or units of competence have NOT been met.

## UNITS OF COMPETENCY

Depending upon the course of study undertaken at Alliance College, you will come into contact with a number of different units of competencies taught by our trainers. Any trainer and assessor assigned to teach a unit of competency, at this school, has national accreditation as a qualified trainer and assessor in that particular unit.

All the units of competencies taught are also accredited by the appropriate bodies. Assessment methods include, but are not limited to quizzes, assignments, case studies and classroom/work placement observations.

Your assessments are practices run for real-life application. We will guide, mentor and support you during your study. Alliance College ensures that assessment of our students meets the requirements of the nationally endorsed training packages and accredited courses conducted and produces graduates equipped with the relevant skills and knowledge.

## ASSESSMENT CRITERIA

Practical and theory assessments are undertaken for each unit you are enrolled in. Failure to attend, participate and complete your assessments to the required standard will result in an unsatisfactory result. Students who are not yet satisfactory in an assessment have the opportunity to discuss with the trainer/assessors, where they went wrong and is able to re-attempt an assessment when it is suitable for them.

If following your reassessment, you are still deemed by your assessor as unsatisfactory you may choose to re-sit the unit at a later date for those unit(s).

If you choose to re-sit, you will be charged a re-sit fee in accordance to the price schedule on the re-sit application form, which is available from the Alliance College reception desk. A re-sit class is only able to be scheduled once your application and payment has been processed by the school.

## DUE DATES

It is important that all assessments are submitted by the due date, unless an extension has been granted on compassionate grounds or you have a medical certificate. If an extension is needed, please see Administration and submit the assessment due date extension form prior to the due date. The maximum extension period you can apply for is 1 month. You can only apply for the assessment due date extension once for each unit.

Otherwise, you may fail this unit and choose to re-sit this unit when it is taught next time according to the college Timetable, where re-sit fees applicable. You need to be fully responsible for any consequences resulting from late submission. Your CoE may need to be extended due to units not completed within original CoE timeframe.

## RECOGNITION OF PRIOR LEARNING (RPL), MUTUAL RECOGNITION and CREDIT TRANSFER

**Recognition of Prior Learning (RPL)** is an assessment process that assesses an individual's formal and informal learning to determine the extent to which that individual has achieved the required outcomes, competency outcomes or standards for entry to, and/or partial or total completion of a qualification.

- Other nationally accredited training
- Employment and/or Work Experience
- Life Experience
- Informal study / personal interest

The RPL process is an individual one and may allow us to tailor a training program for you. RPL may also give you the opportunity to reduce both the cost and length of the course you would like to undertake. It may mean not having to repeat or undertake a subject in which you are already competent.

### MUTUAL RECOGNITION

- a) Recognition by an RTO of the AQF qualifications and statements of attainment issued by all other RTO's thereby enabling national recognition of the qualifications and statement issued to any person.
- b) Recognition by each state and territory's registered body of the training organizations registered by any other state and territory's registered body and of its registration decisions.
- c) Recognition by all state and territory course-accredited bodies and registering bodies of the courses accredited by each state or territory's course- accrediting body and of its accreditation decisions.

### How Do I Apply for RPL or Credit Transfer or Mutual Recognition?

You should apply for RPL or Credit Transfer before your enrolment as this will allow us to organise a personalised timetable and adjust course costs if necessary.

Once you have successfully completed the RPL or Credit Transfer process, your application will be assessed and the outcome confirmed in writing within 14 days. Your course timetable and fees will be adjusted if necessary.

### CREDIT TRANSFER

**Credit transfer** assesses the **initial course or subject** that the individual is using to claim access to, or the award of credit in, the destination course to determine the extent to which it is equivalent to the required learning outcomes, competency outcomes, or standards in a qualification.

The credit transfer process is an individual one and may allow us to tailor a training program for you and may reduce both the cost and length of the proposed program.

Please refer to Recognition of Prior Learning and Credit Transfer Policy and Procedure available on Alliance College official website for more information.

Always feel free to speak to your trainer, student support or Alliance College management if you have any other queries.

## COLLUSION, PLAGIARISM AND CHEATING

ASHT will not condone collusion, cheating or plagiarism.

Collusion and Plagiarism refers to the copying of work without acknowledging the source and is a form of cheating.

Cheating in an educational and training environment means an act of dishonesty. The school's trainer and assessor accepts what you present as genuinely representing your understanding of, and ability in, the units of competency concerned.

It is considered cheating if you:

- Use notes or other resources without permission during formal testing
- Hand in a completely duplicate assignment
- Take work without the author's knowledge
- Allow someone else to hand up your work as their own
- Use any part of someone else's work without the proper acknowledgement
- Steal an examination or solution from a facilitator.

## COMPULSORY ORIENTATION

Attendance at Orientation is compulsory. It will be a good opportunity for you to explore the campus, meet the staff, and familiarise yourself with the full range of services and support available on campus prior to your studies commencing.

Your Orientation Date will be confirmed to you once the CoE is issued and your dates of commencement confirmed. Special permission must be sought for non-attendance at the assigned date of Orientation.

## TIMETABLES

Timetables are provided to students during Orientation. Copies may be obtained from the student support officer and Administration. The timetable contains current unit information, classroom allocation and trainer's name.

## ALLIANCE COLLEGE INTERNATIONAL STUDENTS ATTENDANCE, PROGRESSION AND SUPPORT

Under the terms of your enrolment and your student visa you are required to maintain good levels of attendance and progression. Students are expected to maintain a minimum of 80% attendance and minimum 50% courses progress in each study period in accordance with Visa requirements and Alliance College CRICOS Attendance and Progress Policy.

Your trainer and student support officer are both there to help you in achieving your best results and will monitor your attendance and progress to complete your course within the expected duration. The student support officer can be contacted through student administration and can give advice and/or support in both academic and personal areas of student life.

If for any reason you are not attending and/or progressing, the student support officer will contact you as part of their student support monitoring role and the RTO's strategic intervention process. At the first meeting a discussion will be held to see if there are

support opportunities that can be offered to the student. A record of the meeting will be recorded on the student file. If a student continues to not progress, then no more than two formal written warnings will be given before the student is reported to the Department of Home Affairs. At each point of stage, the student will be offered support as a means of intervention. All medical absences must be supported with a doctor's certificate.

Before course commencement, you need to be aware of the following conditions of enrolment:

- you **MUST** attend, participate and progress in your scheduled classes as per your Alliance College timetable and CoE
- you **MUST** make satisfactory course attendance and progress noting that if you do not attend or progress satisfactorily, you may:
  - be in breach of your visa requirements
  - have your course duration reassessed
- If you **DO NOT** demonstrate satisfactory course progression and attendance requirements, you will be reported to the Department of Home Affairs unless there are extenuating circumstances such as a personal or family health matter that can be substantiated. The Department of Home Affairs may cancel your visa if you fail to maintain your enrolment.

Alliance College will use its **CRICOS Attendance and Progress Policy**, the **Monthly Course Attendance and Progress Review Process** and **CRICOS Compassionate and compelling circumstances Policy** to guide its responses and actions.

Other than the above requirement, overseas students are treated and accorded the same rights and privileges as all other student at Alliance College Any problems in relation to language or cultural matters should be brought to the attention of your Trainer or the Student Support Officer.

It is your responsibility of all students to record your attendance at the school front desk. It is important to be on time or notify your trainer or student support officer beforehand if you are going to be late or unable to attend. It is the responsibility of all students to advise the school if they cannot attend a class on any given day.

Please refer to CRICOS Attendance and Progress Policy and Procedure available on Alliance College official website for more information.

## CHANGE OF ADDRESS AND/OR CONTACT DETAILS

You are obliged to notify Alliance College of any changes to your address, email address or contact phone numbers, and who to contact in emergency situations within 7 days. During holiday or study break periods, you are also required to notify Alliance College of any changes to your address, email address or phone contact numbers and who to contact in emergency situations as Alliance College may need to contact you about your courses or assessments at these times.

## EVALUATION FORMS

During your studies, you may be asked to complete an *Subject Evaluation* form. This is an opportunity for you to give feedback on subject content, quality, length and other information. As part of quality system, the outcome of these evaluations may be discussed at our Management meetings.

## STUDENT RECORD

Any student is able to access his or her own records on request, and your information will only be released in accordance with the Privacy Policy and Disclosure of Personal Information Policy and/or as required by law. The request must be made to the Office Administrator at the reception.

Alliance College will retain all International Student records for a minimum of two years as per Alliance College Student Record Management Policy unless otherwise required.

## UNIQUE IDENTIFICATION NUMBERS

All students must provide the school with a **USI (Unique Student Identifier)** number when enrolling. All students who undertake vocational education and training in Australia, must hold a USI.

A USI is a reference number made up of numbers and/or letters that gives you access to your USI account. This USI will stay with you for life and be recorded with any nationally recognised Vocational Education Training courses that you undertake from January 2015.

This is an online account controlled by you and keeps all your training records and results together. Each time you enrol to study with a new training organisation, your USI will be used to store your training records and results.

All students will also be issued an *Alliance College Identification Number* on commencement. This number should be kept private, as it is used for all references within the school including account and personal details.

All other student records, including personal information such as addresses and phone number/email addresses, are strictly confidential, and only available to authorised Alliance College staff and when required to release information by law.

## IDENTIFICATION CARD

Identification Cards (ID) cards are available to all students who study full time at Alliance College.

ID card will expire on the date displayed on the card, and you will need to apply for a replacement card every 12-months.

Students will need to provide (at initial enrolment) full and complete information for the production of their ID card. You will need to ensure your photo is taken and an Identification Card Application form is completed before your course commences.

A fee of \$10 will be charged for the issue/renewal of your ID card within 21 days. A Fee of \$20 will be charged if you require express issue/renewal within 7 days.

As an ID card holder, you are responsible for:

1. Promptly notifying Alliance College of any change in your details (for example, residential or postal address, name change, etc.) to maintain the currency of identification and contact details. New ID card may need to be issued with some of these changes.
2. Paying for a replacement card, if the original card was produced based on incorrect enrolment information provided by the student (for example, incorrect date of birth).
3. Returning the ID card to the Alliance College should their enrolment be cancelled.
4. Providing the ID card on request for public transport discounts and other student concessions.



Your ID card remains the property of Alliance College and any attempt to fraudulently obtain or use an identification card will be dealt with according to Alliance College rules and/or referred to law enforcement agencies.

## TUITION PROTECTION SERVICE

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

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

For further details of Tuition Protection Service, please visit <https://tps.gov.au/StaticContent/Get/StudentInformation>

## INTERNATIONAL STUDENTS FEE REFUND POLICY

<https://alliancecollege.edu.au/wp-content/uploads/2022/01/Updated-CRICOS-International-student-fee-refund-policy.pdf>

## PROCESSES FOR CLAIMING A REFUND

1. Student to complete Request for Refund form and provide all required supporting documentation, then provide the completed and signed documents to Reception who will check completeness.
2. Reception will forward the Request for Refund form and supporting information to the Finance team, who will calculate the refund due to student.
3. Any refund that is due to the student will be processed within 20 working days after the decision is made and approved. Refunds will only be made payable to the person who paid the student fees. The refund will be paid by cheque or into a bank account (either Australian or International). No cash refunds will be given.
4. If a student is not satisfied with a decision, they can appeal the decision using the organization's complaints and appeals process.

## FEES AND CHARGES

A schedule of fees and payment dates will be provided on your Letter of Offer prior to course commencement.

It is a condition of your enrolment that you pay your fees on time. All fees must be paid by the due dates unless otherwise agreed prior to the due date. To avoid a late payment fee (up to \$500) and other consequences which may affect your study at Alliance College, please pay your course fees by the due date. **Alliance College trading as ASHT Pty Ltd** appoints AMPAC Debt Recovery as their debt collection agent, to collect overdue fees. All costs associated with the collection of overdue fees will be recovered by ASHT Pty Ltd from the student.

If at any time you experience difficulty paying fees, please contact the Finance Officer via email [finance@alliancecollege.edu.au](mailto:finance@alliancecollege.edu.au) or Student Support Officer on campus to discuss your circumstances.

Tuition fees of each course are included in the International Course Brochure available on Alliance College official website. Fees and charges on this table are subject to change from time to time. You will be advised as soon as the information becomes available.

## PAYMENT OF FEES

Fees can be paid by cash, cheque, EFT Remittance, credit card, Alipay, Wechat Pay or through an education agency.

Due to high processing costs all credit card payments will incur a surcharge fee. *American Express* and *Diners Club* cards will attract a 4% surcharge fee; *Visa credit cards* will attract a 1.60% surcharge fee; Alipay and Wechat pay will attract a 1.40% surcharge fee; and *Master credit cards* will attract a 1.10% surcharge fee. Your letter of offer includes the payment dates required for course fees.

International money transfer may incur a bank charge up to \$25, however the bank charges may vary in different countries. Please check with your own financial institution to make sure the money transfer includes the additional bank fees for international transaction.

Any bank fees incurred are the responsibility of the sender.

## DEFERAL, SUSPENSION AND CANCELLATION

The process may be initiated by the student or the organisation.

The ESOS National Code enables providers to defer, suspend or cancel enrolment in limited circumstances.

These circumstances are:

- Compassionate or compelling grounds
- Misbehaviour by the student
- Students failure to pay required fees to registered provider
- A breach of course attendance or progress requirements has occurred

As per the requirements of the National Code, compassionate or compelling circumstances are generally those 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:

- serious illness or injury, where a medical certificate states that the student is unable to attend classes
- bereavement of close family members such as parents or grandparents
- major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted on the student's studies
- a traumatic experience which could include:
  - involvement in, or witnessing of a serious accident
  - witnessing or being the victim of a serious crime
  - If this experience has impacted on the student, these cases must be supported by police or psychologists' reports.
- Inability to begin studying on the course commencement date due to delay in receiving a Student VISA

These are only examples but not limited to of what may be considered compassionate or compelling circumstances.

Misbehaviour by the student may include, but not be limited to, any behaviour which:

- is illegal
- contravenes the organisations policies
- contravenes the Code of Conduct
- constitutes discrimination, harassment, vilification, bullying, cheating, plagiarism
- constitutes erratic course progress or failure to participate in course requirements

Please refer to CRICOS Defer, suspend or cancel policy and CRICOS Compassionate and compelling circumstances policy available on Alliance College official website for more information.

## **PARKING**

Alliance College is unable to take responsibility for students traveling to and from the school. There is all day parking in Wyatt Street and Flinders Street, at a cost of around \$25.00 per day.

## **SMOKING**

Smoking is not allowed anywhere in the building and this also includes the front foyer. If you need to smoke, please make sure you move well away from the building and do not block the entrance way.

## **POSTAGE FACILITIES**

The closest Post Office to the School is situated in the City Cross Arcade or at the GPO on King William Street. Pre-stamped envelopes can be handed to Administration for posting.

## **PHOTOCOPIER**

To be eco-friendly, our school encourages staff and students to deliver documents electronically. Students wishing to use the photocopier will be charged 10 cents per page for black and white copy and 20 cents per page for colour copy, including copying of lecture notes.

## **LOST PROPERTY**

Alliance College cannot take responsibility for any goods lost or stolen. For lost property questions, please contact administration.

## **LAPTOP LENDING POLICY**

Laptops are available during normal business hours.

### **Eligibility**

All Alliance College international students are eligible to borrow a student laptop for a limited time. Students borrowing a laptop must be in a good financial standing with the Alliance College, for example, no outstanding tuition fees.

Students who own a functioning laptop or tablet are not able to borrow an Alliance College student laptop.

### **Liability**

The user agrees to assume any and all legal liability for the cost of repair or replacement of an Alliance College laptop in the event of loss due to theft, damage, negligence or misuse. Alliance College will not assume responsibility for lost files due to viruses, hardware failure and network interruptions. Any file(s) copied or downloaded will be automatically removed and cannot be recovered after return.

### **Limits**

Eligible students are permitted to borrow one laptop at a time. Alliance College student laptops must remain at the school and are NOT to be taken outside of the school's premises under any circumstances. Use the laptops responsibly. Do not put any software or shareware on any laptop.

### **Lending Period and Fees**

All borrowings and returns must be finalised with the Student Support staff. The Student Support staff will record when you borrow and return an Alliance College laptop and will set a time for return within the day. The daily lending rate is \$5.00 and a refundable deposit of \$50. Please note the laptop is the student's responsibility until it is returned.

### **Fines**

Overdue fines of \$30 per day (or each part thereof, with an \$800 maximum) will commence on the first day after the due date has expired. In other words, fines for a full day apply even when the laptop is less than one day late. Borrowing privileges may also be suspended for late return.

### **Replacement and Damage Fines**

The user assumes full financial responsibility. The replacement charge for a laptop is \$800, in addition to a processing charge of \$150. Charges for missing laptop accessories also apply \$65 for AC-adaptor. The suspension of borrowing privileges may also apply. If you lose or damage an Alliance College laptop, a repair fee may be levied. Any laptop equipment malfunctions should be reported immediately to Alliance College staff.

### **Returns**

Laptop computers must be returned in-person to the student support staff. Users will be required to wait until the staff can check that the laptop and accessories have been returned in working condition and make a record.

## **UNIFORM LENDING POLICY**

Uniforms are available during normal business hours.

### **Eligibility**

All Alliance College Commercial Cookery and Hospitality students are eligible to borrow a uniform for a limited time. Students borrowing uniforms must be in a good financial standing with Alliance College, for example, no outstanding tuition fees.

Students who own a uniform are not able to borrow another piece of uniform.

### **Liability**

The user agrees to assume any and all legal liability for the cost of repair or replacement of an Alliance College uniform in the event of

loss due to theft, damage, negligence, or misuse.

#### **Limits**

Eligible students are permitted to borrow one unit of each piece of uniform at a time. Alliance College student uniforms must remain at the school and are NOT to be taken outside of the school's premises under any circumstances. Use the uniforms responsibly. Take care of it to avoid any damages.

#### **Lending Period and Fees**

All borrowings and returns must be finalized with the Student Support staff. The Student Support staff will record when you borrow and return an Alliance College uniform and will set a time for return within the day. The daily lending rate is \$5.00 per piece of uniform and a refundable deposit of \$50. Please note the uniform is the student's responsibility until it is returned.

#### **Fines**

Overdue fines of \$30 per day (or each part thereof, with a \$250 maximum) will commence on the first day after the due date has expired. In other words, fines for a full day apply even when the uniform is less than one day late. Borrowing privileges may also be suspended for late return.

#### **Replacement and Damage Fines**

The user assumes full financial responsibility. The replacement charge for a uniform is \$250, in addition to a processing charge of \$150. The suspension of borrowing privileges may also apply. If you damage an Alliance College uniform, a repair fee may be levied.

#### **Returns**

Uniforms must be returned in-person to the student support staff. Users will be required to wait until the staff can check that the pieces of uniform have been returned in good condition and make a record.

## **LOCKER USE POLICY**

Lockers are available during normal business hours.

#### **Eligibility**

Students who are studying Certificate III in Hospitality / Certificate III in Commercial Cookery are eligible to use a locker during the school business hours. Students borrowing locker keys must be in a good financial standing with Alliance College, for example, no outstanding tuition fees.

Students who own a locker key are not able to borrow another locker key.

#### **Liability**

The user agrees to assume any and all legal liability for the cost of replacement of an Alliance College locker key in the event of loss due to theft or damage.

#### **Limits**

Eligible students are permitted to borrow one locker key at a time. Use the lockers responsibly. Take care of it to avoid any damages.

#### **Lending Period and Fees**

All borrowings and returns must be finalized with the Student Support staff. The Student Support staff will record when you borrow and return a locker key and will set a time for return within the day. The daily borrowing of lockers is free of charge. Please note the locker and its keys are the student's responsibility until it is returned.

#### **Fines**

Overdue fines of \$4 per day (or each part thereof, with a \$50 maximum) will commence on the first day after the returning due date has expired. In other words, fines for a full day apply even when the key is less than one day late. Borrowing privileges may also be suspended for late return.

### **Replacement and Damage Fines**

The user assumes full financial responsibility. The replacement charge for a locker key is \$50. The suspension of borrowing privileges may also apply. If you damage an Alliance College locker, a repair fee may be levied.

### **Returns**

Keys must be returned in-person to the student support staff. Users will be required to wait until the staff can check that the correct key has been returned and make a record.

## **MOBILE PHONES**

In order to avoid unnecessary distractions mobile phones must be switched to silent before entering class.

## **YOUNGER OVERSEAS STUDENTS**

Students under 18 years of age applying for a student visa will need to provide confirmation of the arrangements that they have in place to assure Appropriate Accommodation and Welfare.

These arrangements must meet the requirements of the Australian Government Department of Home Affairs and this includes either:

- staying in Australia with a 'nominated guardian' approved by the Department of Home Affairs, who can be the overseas student's parent, person who has legal custody, or an eligible relative who is aged over 21 and is of good character; or
- staying in accommodation, support and general welfare arrangements that have been approved by the overseas student's registered provider. In this case, the registered provider will issue a Confirmation of Appropriate Accommodation and Welfare (CAAW) letter.

Where Alliance College taking on responsibility for the welfare of overseas students under the age of 18 will ensure that the overseas student is in living arrangements which are safe and adequately meet their needs. Alliance College must take all practical steps to ensure welfare is maintained at all times, regardless of the overseas student's study circumstances. Alliance College must also:

- ensure any adults involved in providing overseas student accommodation or welfare arrangements have Working with Children Checks (WWCC) appropriate to the jurisdiction in which the provider operates and the accommodation is situated,
- verify that overseas student accommodation is appropriate to the student's age and physical needs at least every 6 months,
- notify the police and any other relevant agencies as soon as practicable if unable to contact an overseas student and there are concerns for the overseas student's welfare,
- maintain up to date records of the student's contact details, including contact details of the student's parent(s), legal guardian or any adult responsible for the student's welfare.

### **Homestay Accommodation Application**

To apply for Homestay Accommodation:

Step 1. Complete "Under 18 Accommodation and Welfare Arrangements Form"

Step 2. Nominated / Approved homestay need to provide the following documents for Alliance College records and approval on student eCoE:

- a) homestay host's policy check approval documents – e.g. Notional criminal history check
- b) homestay host's Australian Citizenship Certificate, valid PR grant letter, or appropriate Visa remain in Australia until the overseas student's visa expires or the overseas student turns 18
- c) homestay host's passport copy

Step 3. Student Support officer to complete "Under 18 International Student – Homestay Site Visit Checklist" once the checks for students' accommodation and homestay have been completed. The checklist will also be used as part of the welfare arrangement monitoring process.

Alliance College has teamed up with the Australian Homestay Network (AHN) to give international students the opportunity to be hosted by a specially trained AHN Homestay Host for their introduction to accommodation and living in Australia.

AHN Homestay Hosts will help you to settle in to life in Australia, and advise you of general safety, accommodation and welfare information.

AHN offers students a better quality and secure Homestay experience. All of their Homestay families have undergone extensive training, police checks (as required), are personally interviewed and homes professionally inspected.

Other benefits include Insurance to protect you and your belongings while in Homestay, and a professional 24/7 helpline including interpreter services should you ever need assistance.

Further information can be found: <https://www.homestaynetwork.org/ahts-students/>.

### **Non-approved or Inappropriate Accommodation Arrangements**

In cases where Alliance College is unable to confirm appropriate arrangements for accommodation and welfare within a 10-day period, the school will contact the parents to make alternative Local Carer/Relative/Home-stay arrangements.

Where Alliance College deems the accommodation and welfare arrangements for an enrolled underage student have become unsuitable and all attempts to assist the student to maintain appropriate arrangements have been exhausted, we will carry out its regulatory requirements and report the student to Department of Home Affairs using the 'Non-approval of Appropriate Accommodation/Welfare Arrangements' form on PRISMS.

### **Transferring between registered providers**

If an overseas student who is under the age of 18 on a CAAW is transferring to another registered provider, the receiving registered provider must ensure there is no gap in welfare arrangements.

In accepting the overseas student, the receiving provider must liaise with the first registered provider to ensure the overseas student has appropriate welfare in place at all times and issue a CAAW letter covering the transition from one accommodation arrangement to another.

It is the student's visa obligation to maintain the current welfare arrangements until the transfer date or have alternate welfare arrangements approved or return to home country until the new approved welfare arrangements take effect.

### **Alliance College Duty of care for under 18 students**

The duty of Alliance College's staff members is to take reasonable measures in all circumstances to protect students from harm that reasonably ought to be foreseen. This requires not only protection from known hazards, but also protection from harm that could foreseeably arise and against which preventative measures can be taken. Staff members must exercise their professional judgment to achieve a balance between ensuring that students do not face an unreasonable risk of harm, encouraging student's independence and maximising vocational learning opportunities.

All young people who access the services of Alliance College have a right to feel and be safe. Alliance College is committed to the safety and wellbeing of all young people accessing our services and the welfare of the young people in our care will always be our priority. We aim to create a child safe and child friendly environment where young people (under 18 students) feel safe and enjoy learning.

Alliance College management and employees encourage young people to express their views, and make suggestions, especially on matters that directly affect young people. We actively encourage all young people who access our services to 'have a say' about those things that are important to them. We value diversity and do not tolerate any discriminatory practices.

We advise young people about what they can do if they feel unsafe. We listen to and act on any concerns young people, or their parents, raise with us.

Alliance College applies the best practice standards in the recruitment and screening of employees. We conduct criminal history assessments for people working with young people, as set out in section 8B of the Children's Protection Act 1993. We ensure that criminal history information is dealt with in accordance with the standards developed by the Department for Communities and Social Inclusion (DCSI) Screening Unit.

Some Alliance College courses require evidence of competency in the workplace. If training staff have students under the age of 18 years in their classes, then a permission by the parent/guardian for work placement must be received in writing.

Some Alliance College courses involve the making and serving of alcoholic beverages, additional consent need to be provided by the parent/guardian. It is the policy of Alliance College that students who are under 18 years of age are able to pour beers, make cocktails, open and pour wines but only smell these drinks for clarification and identification purposes. All students attending these courses will be supervised by a fully qualified trainer who holds formal qualifications in Responsible Service of Alcohol. All students will comply with current Alliance College policies and procedures with regards to handling alcoholic beverages during the course.

When planning an excursion or the delivery of classes offsite and there are students under the age of 18 years in the class, training staff will need to:

- seek written consent from the parent/guardian/responsible adult for their child to attend the excursion
- collect the written consent and file them with the excursion information
- if parental consent is not given, the student will not be able to attend the excursion and Alliance College will not provide an alternative supervised activity.

Trainers are required to supervise all students in their care during their scheduled classes. Staff must exercise their professional judgement to achieve a balance between providing meticulous supervision of students and the desirable objective of encouraging students' independence and maximising vocational learning opportunities.

Alliance College staff are encouraged to contact parents/guardians/ guardians/responsible adult to discuss any or all of the following:

- behavioural issues, including but not limited to absence
- student illness or serious injury
- other matters which may impact on the student's training



Alliance College has a responsibility to inform minor students at their student induction, that if they experience bullying, harassment or sexual harassment during a course of study they should immediately inform either:

- Parent/guardian/responsible adult
- the student support officer
- their trainer

The under 18 international students are required to immediately contact the student support officer (mobile number is +61 456839606) in any emergency situations, seeking assistance and reporting any incident or allegation involving actual or alleged sexual, physical or other abuse.

## STUDENTS WITH A DISABILITY/ SPECIAL LLN REQUIREMENTS

The school is committed to providing fair and reliable access and equity for students with disabilities to enable them to participate in training as fully and independently as possible. Students have a right to fair treatment and should not be treated unfavorably and are encouraged to disclose their disability at enrolment. We have a number of facilities to cater for students' needs and if you require assistance, please notify administration in the first instance.

## LIVING COSTS

On 23 October 2019, the annual living costs amounts for students, guardians and accompanying family members was updated in line with Consumer Price Index (CPI) increases to mitigate the risk of visa holders falling into financial hardship during their stay in Australia.

The following Australian-wide annual income, living costs and expenses was updated:

- for a primary applicant: an increase from AUD20,292 to AUD21,041
- for a spouse or de facto partner of the primary applicant: an increase from AUD7,100 to AUD7,362
- for a dependent child: an increase from AUD3,040 to AUD3,152
- annual school costs: an increase from AUD8,000 to AUD8,296
- personal annual income if there is no secondary applicant: an increase from AUD60,000 to AUD62,222
- personal annual income where there is a secondary applicant: an increase from AUD 70,000 to AUD72,592

To help you understand the costs, below is a sample student budget based on a single student living in a shared accommodation in the Adelaide city:

- Rent - City (Shared): AUD\$185 per week
- Utility Bill (Shared): AUD\$30 per week
- Grocery: AUD\$60 per week
- Phone and internet: AUD\$25 per week
- Public Transport: AUD\$15 per week
- Entertainment: AUD\$80 per week

Depending on the location and type of accommodation you choose, rental prices may vary. Below is a guide to housing costs in Adelaide:

- Hostels and Guesthouses - \$90 to \$150 per week
- Shared Rental - \$85 to \$215 per week

- On campus - \$90 to 280 per week
- Homestay - \$235 to \$325 per week
- Rental - \$165 to \$440 per week

More information about living costs can be found on: <https://studyadelaide.com/en/why-adelaide/life-in-adelaide/living-costs>.

## ACCOMMODATION

If you are looking for suitable accommodation, Alliance College can assist by referring you to accommodation agencies.

More information about accommodation options can be found on: <https://studyadelaide.com/en/why-adelaide/life-in-adelaide/accommodation>.

## TRANSPORT

Alliance College is located in Adelaide CBD, and you'll find it easy to get to and from your classes by walking, riding your bike or catching the free inner-city tram or bus. International students get access to the same extensive discounts on public transport as local students.

Concession fares apply to holders of these South Australian Government approved student ID cards. Please check <https://adelaidemetro.com.au/> for more information about Public Transport.

More information about transport options can be found on: <https://studyadelaide.com/en/why-adelaide/life-in-adelaide/transport>.

## WORK WHILE YOU STUDY

Australia has a wide range of industries that offer part-time and casual work. Before you undertake any paid work, you need to make sure your visa allows you to work.

You may be able to work up to 40 hours in a fortnight on student visa while your course is in session, and unlimited hours during scheduled course breaks.

Learn more about working conditions for international students on the Australian Government's Department of Home Affairs website: <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions>.

More information about how to find a job and your working rights are available on <https://studyadelaide.com/en/why-adelaide/life-in-adelaide/work-while-you-study>

## LEGAL SUPPORT

Several organizations provide or organize legal help. If a matter goes beyond initial advice and minor assistance, there may be a cost involved or you may need to meet eligibility criteria (usually a means test) to avoid or reduce this cost.

Please check the below website for more information: <https://www.sa.gov.au/topics/rights-and-law/rights-and-responsibilities/free-legal-advice>

## COUNSELLING SERVICE

Our student counselling service can help students to develop skills and confidence.

Counselling Service offers support to:

- encourage attendance, behaviour and learning at school
- help manage relationships with family, teachers and peers
- help with manage issues.
- help with crisis responses
- help with course and career guidance
- offer guidance, support and referral to other support services

Confidentiality

We keep your information confidential. Sometimes we might ask for your consent to share your information to help resolve complex problems. We will only share information without your consent if we:

- must do so by law
- are concerned about someone's safety.

Please make an appointment at the administration desk to see the student support for the respective area. Trainers are also available in between class times, please see individuals to make an appointment.

## HEALTH CARE IN AUSTRALIA

Maintaining good health is of vital importance when studying abroad.

If you do find yourself in the unfortunate situation where you require medical attention, there are two different options available:

### General Practitioner:

For non-emergency healthcare the best option is usually visiting a General Practitioner (GP). They are doctors who work in both medical centres and private practices who can treat you for things like the common cold or a minor injury.

### Hospital Emergency Department:

If you do find yourself in an emergency situation then you should instead visit your nearest hospital emergency department.

### Interpreter Services

We are lucky in Australia to have a variety of healthcare professionals from many different cultural backgrounds, so you may be able to see a doctor who speaks your first language. However, if you are having difficulties communicating with your doctor, the Translation and Interpreter Service (TIS) can be used. For more information visit <https://www.tisnational.gov.au/zh-Hans> or phone 131 450.

Whether you visit a GP or hospital, it's important to remember to take your OSHC card with you.

More information regarding general health, please visit: <https://www.studyinaustralia.gov.au/English/Live-in-Australia/Health-and-safety>.

## PERSONAL SECURITY AND SAFETY

Adelaide has consistently ranked in the top 10 “most liveable” cities, and this is in part due to its safety record. While it is generally safe to walk around the city at night, normal safety precautions such as walking in a group and being aware of your surroundings apply. This is particularly important for when you first arrive and are adjusting to your new way of life.

Following your common sense and best practices will ensure you remain safe and healthy, whether you are handling emergencies, personal and home safety, or natural elements such as sun, water, and fire.

More information regarding personal security and safety, please visit: <https://www.studyinaustralia.gov.au/English/Live-in-Australia/Health-and-safety>.

## EMERGENCIES

Australia has a country wide emergency phone number - in case of any life-threatening emergency you can contact Police, Fire or Ambulance by dialling triple zero "000" from a mobile or land-line device.

It is important to remain calm. The operator will ask questions, such as: where are you located, what is the emergency, and how many people are involved.

Here are some examples of when you should call 000:

- Someone has been seriously injured or is in urgent need of medical help.
- If your life or property is being threatened.
- If you have just witnessed a serious accident or crime.

You should immediately contact Alliance College (+61 456839606) to seek assistance in emergency situation. Alliance College are to provide immediate assistance such as calling an ambulance or seeking medical attention in a medical emergency.

For more information for emergencies, please visit : <https://www.studyinaustralia.gov.au/English/Live-in-Australia/Health-and-safety/Emergencies>

## CAMPUS HEALTH AND SAFETY

All students have a responsibility to study safely, taking care to protect their own health and safety, and that of co-students and visitors. All incidents need to be reported to a trainer and/or student support officer, no matter how minor they may seem. Any further questions on health and safety should be directed to the WHS Officer.

Please tell your trainer or front desk for the following but not limited to:

- If you see any hazards
  - Water on the floor
  - Fire
  - Smoke
  - Dangerous substances

- Suspicious people
- If you hurt yourself
- If you are unsure how to do something safely

## CAMPUS EMERGENCY EVACUATION PROCEDURE

On Orientation day, students will practice how a building would be evacuated in the event of a fire or other emergencies. Please read and familiarise yourself with the instructions for Emergency Procedures Card located to the left of the lifts, in the administration area.

On the sound of the fire alarm follow all instructions directed by the Fire Wardens.

You must evacuate the building and assemble in the allocated area which is in Hindmarsh Square.

DO NOT USE THE LIFTS.

You may not re-enter the building until the 'all clear' is given by a warden. **Note: The ending of the alarm is not all clear.**

If during evacuation you become aware of the location of the fire you should report it to a warden as soon as possible. You are not required to use an extinguisher.

## HARASSMENT/DISCRIMINATION

The school will not tolerate any form of harassment or discrimination, including bullying or victimisation and racial discrimination. If a student experiences any difficulties that relate to any form of harassment or discrimination, including bullying, vilification or victimisation, you should immediately notify your trainer or student support officer, or the Chief Executive Officer.

## CRITICAL INCIDENT REPORTING

Critical incident is a traumatic event, or threat of such (within or outside Australia), which causes extreme stress, fear or injury.

This may affect your ability to undertake or complete a course. In this case, Alliance College will:

- take reasonable steps to provide you a safe environment on campus,
- advise you on actions to enhance personal security and safety,
- provide assistance on how to report the incident,
- provide general information on safety and awareness relevant to life in Australia.

You should immediately contact Alliance College (+61 456839606) to seek assistance or report any critical incidents. All critical incidents must be reported to the student support officer.

## PRIVACY NOTICE

Your personal information may be disclosed by Alliance College, the Commonwealth including the TPS, or state or territory agencies, in accordance with the *Privacy Act 1988*.

Information is collected during your admission and enrolment in order to meet our obligations under the ESOS Act and the National Code 2018, to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2019 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018. Information collected about you during admission and enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. In other instances information collected can be disclosed without your consent where authorised or required by law.

Another requirement is that under Section 19 of the ESOS Act, the school also has a requirement of the **“Giving information about accepted students”**

This information is entered via the PRISMS reporting system. A registered provider must give the Secretary the following information within 30 days (14 days if the student is under 18) after the event specified below occurs:

Section (1) of the Act:

- The name and any other prescribed details of each person who becomes an accepted student of that provider;
- for each person who becomes an accepted student—the name, starting day and expected duration of the course for which the student is accepted;
- the prescribed information about an accepted student who does not begin his or her course when expected;
- any termination of studies by an accepted student before the student’s course is completed;
- any change in the identity or duration of an accepted student’s course;
- any other prescribed matter relating to accepted students.

Under Section (2) of the Act:-

A registered provider must give the Secretary particulars of any breach by an accepted student of a student visa condition relating to attendance or satisfactory academic performance as soon as practicable after the breach occurs.

Under the *Data Provision Requirements 2012*, Alliance College is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by Alliance College for statistical, administrative, regulatory and research purposes. Alliance College may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

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

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

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

## COMPLAINTS AND APPEALS POLICY

Alliance College advises you, that as a participant involved in a training product provided by this organization, you have rights regarding the treatment you receive whilst undertaking your study. If you feel you have been adversely affected by:

- unsatisfactory training
- poor supervision
- unfair treatment in training and assessment
- deferral, suspension, or cancellation decisions made in relation to your enrolment
- poor or inappropriate service from a third party (e.g. an Education Agent)
- any form of harassment or victimization
- or other matters of concern

Please initially, discuss your concerns informally with the Student Support Officer. If your complaint or appeal cannot be resolved informally Alliance College has the following procedure:

### Formal Process

Recording and documenting process - At each stage of a complaint or appeal, Alliance College will record the nature of the issue in writing. A copy of the complaint or appeal will be placed in the student and/or staff file and in the Complaints and Appeals Register.

Any matter relating to a complaint or appeal matter made by a student that cannot be resolved informally will require a student to complete a Complaint or Appeal form and submit it to the Student Support Officer who will pass it to management for their consideration. Complaints or appeals at a minimum are to include the following information:

- date of issue
- nature of the issue
- evidence to support the issue

Forms are available at Alliance College reception and on Alliance College website.

The complainant and appellant will be informed of the outcome and reasons for the outcome in writing.

If a complaints or appeal (including any review process) will take more than 60 calendar days to finalize, Alliance College will write to those involved providing an update and explaining the delay.

Alliance College will securely maintain records of all complaints or appeals and their outcomes.

All complaints and appeals received by Alliance College will be viewed as an opportunity for improvement and will be discussed in the appropriate forum or meeting to ensure any agreed outcomes or changes to operations are implemented and communicated to the appropriate group(s).

A student's enrolment will be maintained until the complaint or appeal decision is finalized.

### External Appeals

If anyone involved is not satisfied with the decision of the Alliance College, the complainant and appellant may wish to refer the matter to an external independent / third party mediator such as Commonwealth Ombudsman or the ACCC.

Overseas student can contact Commonwealth Ombudsman by completing their online complaint form. Commonwealth Ombudsman is an external complaint handling body for South Australian education and training providers for disputes with

international students. More information about the Commonwealth Ombudsman's role in assisting overseas students can be found on their website: <https://www.ombudsman.gov.au/How-we-can-help/overseas-students>

Where the internal or any external complaints handling or appeal process results in a decision or recommendation in favour of the student, Alliance College will immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision, and advise the student of that action.

## **More information available on Alliance College website:**

<https://alliancecollege.edu.au/student-resources/>



## APPENDIX

Education Services for Overseas Students (ESOS) Act 2000 see <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Regulations/Pages/default.aspx>

National Code of Practice for Providers of Education and Training to Overseas Students 2018 see <https://www.legislation.gov.au/Details/F2017L01182>

National Code of Practice for Providers of Education and Training to Overseas Students 2018 see <https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx>

Alliance College website - for more details and information please see [www.alliancecollege.edu.au](http://www.alliancecollege.edu.au)