

**Lifetime International  
Training College**



# *Student Handbook*

*(Induction - post enrolment)*

**2018/2019**

**RTO NO: 5877**

**QLD CRICOS Provider No: 02762G**

**Head Office: Level 2, 478 Logan Road  
Greenslopes Qld 4120  
Tel: +61 7 3397 4186**

**Website: [www.lifetime.qld.edu.au](http://www.lifetime.qld.edu.au)  
E-mail: [admin@lifetime.qld.edu.au](mailto:admin@lifetime.qld.edu.au)**

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## LIFETIME INTERNATIONAL TRAINING COLLEGE LOCATION

Lifetime International Training College main campus in 478 Logan Road, Greenslopes Q4120

## OVERVIEW OF COURSES

Our College offers the Courses on our Scope of Registration:

**Courses available to International Students:**

<http://cricos.education.gov.au/Institution/InstitutionDetails.aspx?ProviderCode=02762G>

**Complete scope for Domestic & International Students:**

<http://training.gov.au/Organisation/Details/5877>

## PREMISES AND FACILITIES

The College's address is Level 2, 478 Logan Road, Greenslopes, QLD 4120, Australia.

Brisbane campus is well serviced by buses, trains and trams. There are bus stops directly in front of the campus and a train station is close by in Buranda. There are many low cost shopping outlets around the Stones Corner. Students are encouraged to enjoy convenient transport facilities, nearby shopping centres, restaurants and local library. The strategic location also enables the college to keep in connection with the changing hospitality and tourism industry.

Software packages available include Windows 8, Microsoft Office 2013. Other equipment includes printers, scanner, photocopier (available to staff and students), overhead projectors, digital projector, video and television. All students have free access to internet facilities for academic work. Stones Corner's Brisbane City Council Library is also located within a few minutes' walk to the College and can be accessed by all students.

## GUIDE TO BRISBANE

Brisbane, the capital city of Queensland, is midway up the east coast of Australia -27.5oS, 153oE. The Gold Coast is to the south and the Sunshine Coast to the north are all within 30minutes drive, and domestic and international airports are within 20 minutes' drive, making Brisbane ideal locations for study or leisure. Queensland operate on Eastern Standard Time which is 10 hours ahead of GMT all year round -summertime however, Daylight Saving is not practiced in Queensland (it is a SUNSHINE STATE).

For further information about life in Brisbane City, feel free to contact the college or visit the following links:

- Lifetime Website [www.lifetime.qld.edu.au](http://www.lifetime.qld.edu.au)
- Brisbane City Council website: [www.brisbanecitylife.com.au](http://www.brisbanecitylife.com.au)
- Visit Brisbane: <http://www.visitbrisbane.com.au/>
- Study Queensland Website:  
<http://www.studyqueensland.qld.edu.au/explorequeensland/living-on-the-gold-coast/>
- Visit Gold Coast: <http://www.visitgoldcoast.com/>

## **LEGISLATION AND EDUCATIONAL FRAMEWORK**

Lifetime International Training College is governed by the following legislations and educational frameworks:

- Education Services for Overseas Students - ESOS Act
- National Code of Practice 2018
- Standards for Registered Training Organisations 2015
- Australian Quality Framework – AQF standards 2011
- Commonwealth Anti-Discrimination Act
- Occupational Health and Safety Act
- National Vocational Education and Training Regulator Act 2015

### **The Educational Services for Overseas Students (ESOS) framework**

The key aim of the ESOS Act is to maintain the integrity of the student visa program, and establish the validity of students travelling to study in Australia and ensure that they do not breach their visa conditions.

The ESOS framework governs the education and training sectors' provision of services to overseas students:

- the Educational Services for Overseas Students Act 2000 (the ESOS Act)
- the ESOS Act 2000 Regulations
- the Educational Services for Overseas Students Act (Registration Charges) 1997 (the ESOS Charges Act)
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (the National Code 2018).
- The ESOS Act and the ESOS regulations establish guidelines overseeing:

NOTE: Copies of all these documents are available for reference at the front desk, or you can visit the websites -> <https://aei.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx> or [http://studyinaustralia.gov.au/Sia/en/WhatToStudy/Vocation/ESOSFramework\\_pdf](http://studyinaustralia.gov.au/Sia/en/WhatToStudy/Vocation/ESOSFramework_pdf)

Breaches of these legislative requirements can result in financial penalties, and suspension or cancellation of registration to enrol overseas students.

### Student visa program

A key aim of the ESOS framework is maintaining the integrity of the student visa program. In conjunction with the Migration Act (1958), it establishes the bona fides of students travelling to study in Australia, and ensures such students do not breach their visa conditions.

Colleges must be aware of their obligations under the Migration Act, and the visa conditions imposed on their students. For more information, review the DHA website at <http://www.dha.gov.au> and the information provided for Colleges and other providers of education for overseas students

### Australian Skills Quality Authority

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's functions include:

- registering training providers as 'registered training organisations' (RTOs)
- registering organisations as CRICOS providers—providers that can enrol international students
- accrediting vocational education and training (VET) courses
- ensuring that organisations comply with the conditions and standards for registration, including by carrying out compliance audits.

### State and territory legislation

Colleges wishing to provide education services to overseas students must comply with all the relevant Commonwealth and state or territory legislation.

Colleges must also be aware of relevant domestic quality assurance frameworks and registration processes. State and territory legislation regarding child protection, consumer protection and privacy are also relevant.

The National Code of Practice (2018) is a set of Standards with legal force which applies to all educational institutions that enrol overseas students. This code forms part of the ESOS Act and provides information on:

1. Educational Framework
2. Government roles & responsibilities
3. Registration on CRICOS
4. Standards for Registered providers

#### **It clearly states a Registered Provider's responsibilities:**

Registered Providers take all reasonable measures to use education agents that have an appropriate knowledge and understanding of the Australian International Education industry, and do not use Agents who are dishonest or lack integrity.

National Code 2018 deals with the cooperative regulatory model in place between the Australian government and state and territory governments for the administration of the ESOS Act.

### Anti-Discrimination Act

The purpose of the Act is to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including:

1. Work,
2. Education and
3. Accommodation

### Workplace Health and Safety Act

The objective of the OHS Act is to prevent a person's death, injury or illness being caused by a workplace, by a relevant workplace area, by work activities, or by plant or substances for use at a relevant place.

### National Vocational Education and Training Regulator Act 2011

#### **What is a registered training organisation (RTO)?**

Registered training organisations (RTOs) are those training providers registered by ASQA (or, in some cases, a state regulator) to deliver VET services.

RTOs are recognised as providers of quality-assured and nationally recognised training and qualifications.

There are approximately 5000 RTOs in Australia. A complete list of RTOs is maintained at [www.training.gov.au](http://www.training.gov.au), which is the authoritative national register of the VET sector in Australia.

#### **Why study at Lifetime International Training College?**

Lifetime International Training College can:

- deliver nationally recognised courses and accredited AQF VET qualifications in:
  - Certificates III and IV
  - Diploma
  - Advanced Diploma
  - Graduate Certificate
  - Graduate Diploma

Being registered by ASQA means an RTO must act in your best interests and meet the Standards for NVR Registered Training Organisations (2015).

#### **Which RTOs are regulated by ASQA?**

ASQA is, at present, responsible for registering and regulating Registered Training Organisations, and has responsibility for VET regulation in Australia.

### Functions of ASQA (Australian Skills Quality Authority)

#### **ASQA's functions include:**

- registering training providers as 'registered training organisations' (RTOs)
- registering organisations as CRICOS providers – providers that can enrol international students
- Accrediting vocational education and training (VET) courses
- ensuring that organisations comply with the conditions and standards for registration, including by carrying out compliance audits

ASQA may also collect, analyse and publish information on the VET sector and VET providers.

### **Lifetime International Training College obligations**

As a registered training organisation (RTO), Lifetime International Training College must ensure it delivers quality training and assessment for individual students, industry and the vocational education and training (VET) sector.

A significant and ongoing commitment is required to operate an RTO. The chief executive signs a declaration under the **Statutory Declarations Act 1959** stating the following: I, the Chief Executive of Lifetime International Training College declare that I

- accept responsibility for ensuring the organisation complies with the **VET Quality Framework** and all other applicable conditions of registration; and
- will ensure the organisation cooperates with ASQA in all audit and monitoring activities.

### **Standards for NVR Registered Training Organisations**

An essential mechanism for the regulation of vocational education and training (VET) is the national standards against which applicants/RTOs are assessed. Prior to the establishment of the national VET regulator, ASQA, the standards that applied to an RTO's or applicant's registration were found within the VET Quality Framework.

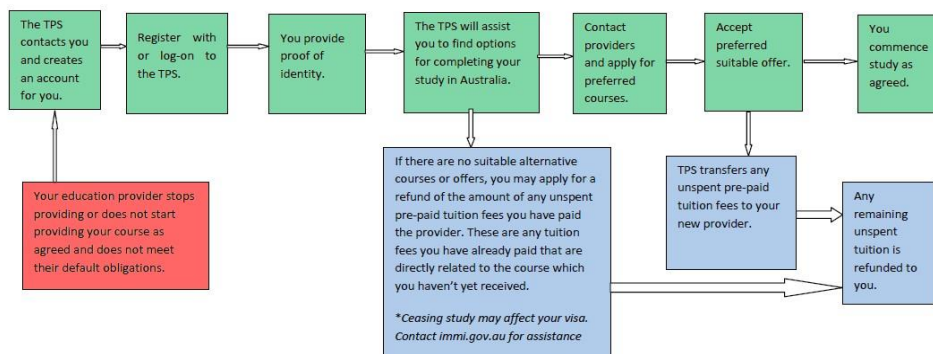
The Standards for National VET Regulator (NVR) Registered Training Organisations 2015 replace the former AQTF standards for relevant applicants/RTOs.

The **Standards for NVR Registered Training Organisations 2015** will be used by ASQA as an instrument in protecting the interests of all students undertaking vocational education and training in Australia. The **Standards for NVR Registered Training Organisations 2015** are now the standards guiding nationally consistent, high-quality training and assessment services in the vocational education and training system.

### **Tuition Protection Service (TPS)**

- Australia has a well established international education sector with over 1200 education providers delivering a high quality education to international students. For many years now Australia has been a world leader in protecting the tuition fees of international students studying in Australia on a student visa. The Education Services for Overseas Students (ESOS) Act strengthens protections for international students through the Tuition Protection Service (TPS)
- 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.
- In the unlikely event your education provider is unable to deliver a course you have paid for and does not meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider's 'default obligations'), the TPS (Tuition Protection Scheme) will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

The TPS overview – how does it work for international students?



**Note:** The above flow diagram is for guidance purposes only. To the extent that the diagram is inconsistent with the *Education Services for Overseas Students Act* (the ESOS Act) 2000 the ESOS Act prevails. Providers should not rely on this diagram alone and must read the requirements in the ESOS Act.

For more information please visit <https://tps.gov.au/Information/Students/How/>

## **DEFERRING, SUSPENDING OR CANCELLING YOUR ENROLMENT (NC 9)**

For the purposes of this standard 9 of the National Code 2018, deferment or suspension of studies means to temporarily put studies on hold. Deferment refers to delaying the commencement of studies while suspension refers to a suspension once studies have commenced. While deferment is generally at the student's request, suspension can be either requested by the student or provider initiated.

### **Requirements**

Lifetime International Training College has in place documented procedures for assessing, approving and recording a deferment of the commencement of study or suspension of study for the student, including keeping documentary evidence on the student's file of the assessment of the application.

The College can only defer or temporarily suspend the enrolment of the student on the grounds of:

- compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes) -misbehaviour by the student.

The College will:

- inform the student that deferring, suspending or cancelling his or her enrolment may affect his or her student visa
- notify DHA via PRISMS as required under section 19 of the ESOS Act where the student's enrolment is deferred, temporarily suspended or cancelled.

The College will inform the student of its intention to suspend or cancel the student's enrolment where the suspension or cancellation is not initiated by the student and notify the student that he or she has 20 working days to access the College's internal complaints and appeals process.

- If the student accesses the College's internal complaints and appeals process, suspension or cancellation of the student's enrolment under this standard cannot take effect until the



internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.

## **COLLEGE HOURS AND STUDENT ATTENDANCE**

The college is open from 8.30am to 5pm Monday to Friday. Timetables offer 20 hours per week of face to face instruction for all VOCATIONAL education and training courses. **Students on student visas are required by law to maintain at least 80% attendance**, however the College expects students to attend 20 hours per week and uphold 100% attendance. Attendance at less than 80% of your course, regardless of the reason (including short term illness) for absence will result in unsatisfactory attendance. Students with unsatisfactory attendance are likely to not meet satisfactory course progress and maybe report to DET.

### **Course Progression is monitored every ten week study period.**

Students are required to pass at least 50% of their course units attempted within the study period. Failure to meet this requirement may result in unsatisfactory course progress and College will report to DHA. However, genuine students with academic difficulties or other serious issues affecting their studies may avail themselves of the College's Intervention Policy.

### **Student may study part of their course (up to 30% of units attempted within a study period) online with College approval.**

If you are unable to attend your scheduled class, you must notify the college and/or your trainer as soon as possible by phone on (07) 3847 2080 or 5528 5382. If you cannot get through please email [admin@lifetime.qld.edu.au](mailto:admin@lifetime.qld.edu.au).

Students will sign the attendance log and will be responsible for signing in on the class roll to avoid being marked absent. Your trainer will then sign the roll at the end of the day to verify and confirm your attendance. The roll will then be taken to the office for processing of attendance the next working day. It is each student responsibility to access and monitor their own attendance through the Wise.net system. If a student believes that their attendance is incorrect they must advise a staff member or trainer to rectify.

Students signing in for other students is not accepted. Staff reserve the right to sight students' I.D. cards to verify the correct signature. Any student that is caught tampering or providing false information will be disciplined accordingly.

## **WISENET**

**Wise.net is a student portal in which all students can access their own individual course information:**

**Such as:**

- Personal Details
- Results
- Course Progression
- Attendance records
- Lifetime International Training College policies and procedures
- Lifetime International Training College forms
- Class timetables
- Student documents/ correspondence

During your induction, you should receive an email from WiseNet advising your username (usually your email) and your password.

### **ARTICULATION**

Our accredited Vocational courses are nationally recognized and therefore can be articulated into other vocational education and training courses and into higher education including some Australian University courses. We have currently have an articulation with UNIVERSITY OF SOUTH QUEENSLAND. Upon successful completion of a Diploma or Graduate course, students have a chance to apply for a degree or Master's course in an Australian University.

### **TEACHING STAFF**

Our teaching staff are highly qualified. They have recognized teaching experience and expertise in both teaching and industry. All teachers are constantly encouraged to participate in Industry wide activities. Our Industry Membership are listed below:

- ACPET, VELG, STUDY GOLD COAST AND STUDY BRISBANE.

### **COURSE RECOGNITION**

Lifetime International Training College is registered to provide full time programs to both domestic and International students. The College is registered by the Queensland Department of Education, Training and the Arts and also registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

All Certificate, Diploma, Advance Diploma, Graduate Certificate and Graduate Diploma courses offered by the College are nationally recognised qualifications.

Certificates III and IV are the equivalent of trade certificates in various vocations. They also prepare students for both employment and further education and training.

Diploma and Graduate Courses aim to prepare students to use their skills and knowledge based on fundamental principles and complex techniques, and recognize the ability to show initiative and judgemental across a broad range of technical and management functions in the industry.

### **ONLINE STUDY**

Students who study on campus at Lifetime International Training College are permitted to study no more than 30% of their course through online learning. Please note that this is through application only, depending on subject availability and suitability of your trainer's course structure.

### **QUALIFICATIONS ISSUED BY OTHER REGISTERED TRAINING ORGANISATIONS**

The college will recognize and accept relevant AQF (Australian Qualification Framework) qualifications and Statement of Attainments issued by any other RTO (Registered Training Organisation).

### **UNACCOMPANIED YOUTH (UNDER 18)**

Lifetime International Training College will not accept students under 18 years of age.

## ENTRY REQUIREMENTS

To enrol into Certificate courses requires a Year 10 (or overseas equivalent) pass. Diploma courses require completion of Year 12 (or overseas equivalent) or completion of Year 10 and relevant work experience. Mature age students who have necessary industry experience can also apply.

International students need to demonstrate their English proficiency meeting the academic English requirement, for Certificate Courses (IELTS Score of at least 5.0) or Diploma courses (IELTS Score of at least 5.5)

Students who do not meet these English proficiency requirements will be advised to enrol in an English course before the commencement of their study.

## STUDENT RECRUITMENT, SELECTION AND ENROLMENT

(Includes Provision for Language, literacy and numeric assistance)

When prospective students apply to enter Lifetime International Training College to study for Certificate or Diploma courses, the following criteria applies:

The Administration Office assesses the applicant's educational qualifications (either obtained in Australia or overseas) necessary for studying at a Certificate or Diploma level. The applicant is also assessed to determine whether the applicant has the required entry level competencies for the particular course in which the student wants to enrol.

If the applicant's educational qualifications do not meet the College's admission requirements, other factors will be considered.

These are:

- Mature age,
- Work experience,
- Attitude and aptitude,
- Ability and skills to function in an academic environment,
- Possibility to succeed in his/her academic endeavours.
- Industry experience, which will assist in completing successfully a Certificate or Diploma course.

Having arrived at an admission decision, the English language skills (language and literacy) and numeric skills will be assessed. If student has a satisfactory IELTS score, the applicant will be admitted to his/her chosen course. If the student is found to have problem with numeric, the student would be made aware of this and a range of support would be canvassed with the student. International students need an IELTS band score to demonstrate their English proficiency (IELTS Score of at least 5.5).

If an applicant cannot produce a satisfactory IELTS score, and there are doubts about the English language skills to cope in an academic environment, the applicant is advised to enrol in an English course for an appropriate duration until the student achieves an appropriate language and literacy level.

Also throughout the studies at the college, the trainer/teacher will monitor those students that may exhibit symptoms of LL&N difficulties and appropriate assistance will be provided.

### ENROLMENT / ADMISSION PROCEDURE

If you are interested in enrolling with Lifetime International Training College, you should do the following:

- Select your preferred course
- Complete the application form
- Send the completed form together with certified copies of academic reports to the College. Please include an application fee of A\$250 in the form of bank draft made payable to Lifetime International Training College or by bank transfer.

### PAYMENTS OF FEES / OBTAINING A STUDENT VISA

After the College has received your application form and the application fee of A\$250.00, your application will be processed and if successful, an offer of placement will be sent to you and a course fees deposit will be required.

Upon receipt of the payment, Lifetime International Training College will send you an electronic Confirmation of Enrolment Form (e-COE Form) which you will need to take to the Australian Embassy/High Commission in your country or to DIBP (Department of Immigration and Border Protection) if applying from within Australia for your visa.

### PROTECTION OF STUDENT FEES

Lifetime International Training College is a member of ACPET -Australian Council for Private Education and Training, and also contribute to TPS levy (for domestic students).

Being a member of ACPET, we belong to the Tuition Assurance Scheme operated by ACPET for domestic students. These schemes ensures that if Lifetime International Training College is unable to continue operating for any reason, the student who hasn't completed his/her course will be offered enrolment in another College operated by an ACPET member.

### STUDENTS TRANSFER BETWEEN REGISTERED PROVIDERS

The College has developed adequate policy to ensure student wishing to transfer to other providers within the specified period can reasonably do so. **Students wishing to transfer or change providers must have completed up to six months into their principal course.**

### COMPLAINTS/GRIEVANCE AND APPEALS

The College is committed to providing high quality education and vocational training to students. There are set Complaints/grievance Procedures for dealing with all complaints (academic and non-academic) and assessment appeals to ensure that all students are treated equally and fairly.

Standard 10 of the National Code 2018 requires providers to have an appropriate internal complaints handling and appeals process and arrangements for an external complaints and appeals process.

The Overseas Students Ombudsman (OSO) is the body that investigates complaints about problems that overseas students have with private education and training in Australia. The Ombudsman's services are free, independent and impartial.

The Overseas Students Ombudsman:

- investigates complaints about problems that overseas students have with private education and training in Australia
- provides information about best practice complaints handling to help private education providers manage internal complaints effectively
- considers, free of charge, external appeals under Standard 10 of the National Code of Practice for Please find more information on the OSO website (<http://www.oso.gov.au/>).

Please log in to our website to view the Complaints Policy.

### **STAFF RESPONSIBILITIES FOR ACCESS & EQUITY**

The College prohibits discrimination towards any individual or group including gender, race, nationality, ethnic or religious background, pregnancy, physical, intellectual or psychiatric disability, homosexuality (actual or presumed) and age.

The College's facilities and programs are designed to maximize access and participation for all students including the disadvantaged. When and where required, the College will use its influence to encourage Landlord or its agent to provide disabled access to properties rented by the College.

The College management will have the principal responsibility for all access and equity issues.

**The main staff responsible is MS. MANUELITA who is also the lead Student Support Officer.**

### **STUDENT'S ACCESS TO INDIVIDUAL RECORDS**

An enrolled student or past student can have access to his/her records kept by the College within 14 days of making a formal written request to the College. Such request may include academic results and attendance details.

Students' academic results are available through College management.

### **ACADEMIC PERFORMANCE AND COURSE PROGRESSION**

#### **Students must maintain satisfactory course progress**

Unsatisfactory course progress would equal less than 50% of course units attempted within a study period. The College will report students who fails to meet a satisfactory course progression i.e must achieve competency in 50% or more of course units attempted within the study perioy.

#### **Failure to submit assessment on time:**

- Assessments that are submitted after the last day of that particular subject will not be accepted unless prior arrangement has been made with the trainer, or management

- Prior arrangement will only be agreed upon under compassionate or compelling circumstances or if the student is having difficulty academically.
- Prior arrangement means that you have notified either your trainer and/or management at least two days in advance and this arrangement has been approved.
- Under no circumstances will a student's employment/work be a suitable reason not to submit on time.

### **ADDITIONAL ASSESSMENT ATTEMPTS**

Where any assessment item has been deemed unsatisfactory, students are granted 2 opportunities for reassessment. The student will also be provided with additional support, coaching or tutoring.

If the second reassessment is still unsatisfactory then the student will receive a Not Yet Competent (NYC) result

Students who are deemed "Not Yet Competent" in a unit at the end of their study period will have ONE more attempt to achieve a Competent level. If they are deemed Not Yet Competent twice, they can apply to repeat the unit of study but will be required to pay for the cost of the unit.

#### **Academic performance:**

- All assessments are marked by their trainers.
- Submitting an assessment does not guarantee a competent result.
- **At any qualification level, students must complete all assessment tasks at a satisfactory level to be marked competent for that assessment.**
- Copied assessments or plagiarism will be marked with a result of NYC.
- Group work does not allow students to submit exact copies of other group members assessments.
- Any student who wishes to appeal their result may do so by completing the appeal form and submitting to reception.
- Students must protect the integrity of their own work. For eg. If two students submit copied work, both students will receive the result of NYC.
- It is recommended that students do not save their assessments to the college computers or onto any other persons USB.

It is expected that all students will participate in class activities. Any students that do not participate will not receive attendance for the period of non- participation. **Non-participation may include:**

- Talking on the phone
- Leaving the room for an extended period of time
- Sleeping in the classroom
- Refusing to participate in a class/ group activity
- Refusing to follow directions from the trainer

### **RE-EVALUATION OF ASSESSMENT ITEM**

If the student is dissatisfied with the result of an assessment item, they may submit a written application for re-evaluation of the assessment.

## **APPEALS AGAINST MARKS/GRADES AWARDED FOR ASSESSMENT**

If a student disagrees with the result awarded, they should first apply for a re-evaluation. If they are still dissatisfied, they may lodge an appeal through the Lifetime International Training College appeals process.

## **STUDENT ARRIVAL - ORIENTATION**

On the orientation day, students are provided with this Overseas Student Handbook – the Induction booklet, the College Policies and procedures which includes a summary of legislative regulations in Australia.

They will be provided with their Student ID Card and timetable on the day, and given a brief tour of the College.

They will also be given access to the student portal in the LMS/ WiseNet, which will provide access to their course and unit enrolments, and allow communication between them and the trainers at Lifetime International Training College.

## **TRANSPORT: STUDENT CONCESSION FARES**

*TransLink* is South East Queensland's public transport system which issues 'Go Cards'; an electronic ticket that lets you travel seamlessly on TransLink's network of bus, train, ferry and tram services, including Airtrain.

It is cheaper compared to the cost of a paper ticket; is easily topped up; offers great travel benefits and you can register your card to protect your travel balance if it is lost or stolen.

To travel using a Go Card, simply touch on the electronic machine at the beginning of your journey and touch off at the end. Your fare is automatically deducted from your card balance. You can transfer easily across bus, train, ferry and tram services by following the transfer rules.

### **APPLYING FOR CONCESSION FARES**

Students residing studying with Lifetime for at least one full course; have received their student ID card from Lifetime; are studying internally for face-to-face classes and; are residing within Queensland are eligible to apply for concession fares.

### **APPLICATION PROCESS**

You can apply for concession fares online at [www.translink.com.au/tertiary](http://www.translink.com.au/tertiary) or over the phone by calling TransLink on 13 12 30 anytime.

#### **To apply simply:**

1. Purchase a concession or adult Go Card (see TransLink website for where to purchase), enter your go card number (the last 16 digits on the back of your go card)
2. Enter your details. It is important that you enter your details correctly and they match information you have already provided to Lifetime. Incorrectly supplied information may delay the assessment of your application.
  - a. In the 'Organisation' field, in put 'Lifetime International Training College'.

- b. The 'ID number' field refers to your individual student number which can be found on your ID Card i.e. 'LT-B0000'
3. Once you have entered and checked your details, read and agreed to the privacy statement, click the 'Continue' button.
4. You will then be asked to review your details before submitting your application.
5. Once you have reviewed your details and ensured they are correct, click the 'Submit' button.
6. You will then receive confirmation that your application has been submitted successfully.
7. Once submitted, your application will be sent to Lifetime to verify your eligibility for concession fares. If you are eligible, TransLink will notify you via SMS or email and concession fares will be activated on your go card the next time you travel. If you are not eligible, Translink will notify you via SMS or email with a reason why. If you believe you are eligible, you may need to check your details were correct by logging into your go card account or calling 13 12 30.

**Remember to make sure you carry your student ID card with you at all times when you travel to avoid any fines.**

### COLLEGE-AGED DEPENDENTS

Please be advised that your College-aged dependents who accompany you to Australia will be required to pay full fees if they are enrolled in either a government or non-government College. Please contact the college for any assistance.

### CRITICAL INCIDENTS

Any critical incidents occurring at Lifetime International Training College should be reported immediately to a staff member or trainer. All fire, police and ambulance emergencies can be reported by dialling 000, with the assistance of a trainer or staff member.

Your first aid officer (**Michell Hay-Chapman**) will be identified in your induction, and is responsible for administering first aid to any individuals in need. Your fire warden will also be identified in your induction, and is responsible for ensuring the safest evacuation exits and that all occupants are directed to the evacuation assembly points. There are 2 evacuation assembly points, one at the front of campus and one at the back. You will be shown these areas as well as fire exits in your induction. If you need further information please ask the College fire warden or a staff member.

### OVERSEAS STUDENTS HEALTH COVER (OSHC)

The Australian government requires all overseas students are fully covered for health insurance during their stay in Australia. This is a condition of your student visa. If you fail to comply, this may lead to cancellation of your student visa. OSHC is to be self-organised and a copy of your insurance policy should be provided to the college with your enrolment documentation.

### STUDENT CONTACT DETAILS

After you have started your course, you are required to advise the college of any change of your contact details (i.e. address in Australia and telephone number) within 7 days after you change your address. It is very important to maintain an accurate and current address with the College.



## STUDENT COUNSELLING / WELFARE SERVICES/ STUDENT LIAISON/SUPPORT OFFICER

Here at Lifetime International Training College, our professional and friendly staff members are committed to providing students with the highest possible quality of service in order to enrich their learning and living in Brisbane.

Any student wanting advice on personal or educational matters can find support on campus. Please contact reception or a staff member who will refer you to our student support officer who will be able to assist you with any concerns you may have, or refer you appropriately. Please note these interviews will be held in the strictest confidentiality. This service is available by appointment only by emailing [studentservices@lifetime.qld.edu.au](mailto:studentservices@lifetime.qld.edu.au)

## DISCIPLINE AT LIFETIME INTERNATIONAL TRAINING COLLEGE

Students are encouraged to be of good behaviour while attending the college. In view of this, a list of Do's and Don'ts has been prepared. These are:

### **DOs:**

- Arrive promptly to all class sessions
- Participate in all class activities
- Speak English at all times
- Respect the culture of other nationalities
- Be well prepared for the class – ensure that you have pens, paper, uniform etc. with you.
- Follow the teacher's instructions and WHS requirements
- Ensure that you complete all given assignments
- Leave your classroom tidy
- Take care of college's properties and resources

### **DON'Ts:**

- Leave mobile phone turned on during class, it disturbs other students (if you are waiting for an urgent call, you may leave your phone at reception and the receptionist will take a message for you)
- Don't Smoke in the College – you must go outside the building if you wish to smoke.
- Be disrespectful to your teachers OR any other staff.
- Argue with your teacher or any administration staff member.
- Disobey lawful authority

## DISCIPLINARY ACTION

Trainers are empowered to take reasonable disciplinary actions against a student if any of the above incidents occur. **All students must abide by the College Policies and Procedures - any student failing to comply with these requirements will:**

- ✦ Receive 3 written warnings letters for the same behaviour
- ✦ If the same offence occurs after this, the student enrolment will be cancelled by the College.

For very serious offences such as very rude behaviour from students, insulting a staff member, physical abuse of a staff member OR disobeying authority, the following could occur:

1. Student could be suspended from class
2. Student could have his/her enrolment at the college cancelled.

Expulsion will apply to students who commit theft, should police investigations uphold the claim. Until then, they will be immediately suspended from attending classes. Expulsion will also apply to any serious act of misconduct, such as drugs, acts of hooliganism, deliberate disruptions to class environment, alcohol, or willful destruction of College property. Expulsion will also apply to serious personal or physical abuse to trainers, staff or other students while in the College premises.

The College provides protection for the welfare of all students and reserves the right to call the student's emergency contact/ guardian, to get them picked up, if necessary. The College will inform the student of its intention to suspend or cancel the student's enrolment where the suspension or cancellation is not initiated by the student.

In the event that a student is suspended or enrolment cancelled, the student would not be entitled to any refund of fees, however, Appeal process is available if the student chooses to access the opportunity.

A record would be maintained of all disciplinary actions taken by the college.

### **SUSPENSION DUE TO COMPELLING CIRCUMSTANCES**

**Deferments and/or suspending a course may be considered under the following circumstances:**

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes
- Bereavement of close family members such as parents, siblings, grandparents (death certificate must be provided)
- Major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on the students studies
- A traumatic experience, such as involvement in or witnessing of a serious accident or witnessing or being the victim of a serious crime, which has impacted on the student (these cases should be supported by a police or psychologists reports where possible)

### **SUSPENSION DUE TO ACADEMIC MISCONDUCT**

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

#### **a) Student's responsibilities:**

##### **1 During Examinations**

- a) Students must not help or receive assistance from other students
- b) Students must not request the loan of or lend materials or devices to other students

- c) Students must not bring any materials into the examination room other than those specified for that examination
- d) Students must not use computer software or other devices during an examination other than those specified.

A student may be excluded from an examination in a unit for any of the following reasons:

- Unauthorised absence from class.
- failure to meet unit requirements, for example non-submission of assignments or failure to attend class or mid-semester tests.
- academic misconduct
- general misconduct (see below)

## 2 Other assessment tasks

- a) Students must not copy or paraphrase any document, audio-visual material, computer based material or artistic piece from another source except in accordance with the conventions of the field of study
- b) Students must not use another person's concepts, results or conclusions and pass them off as their own
- c) In cases where the assessment task is intended to be individual work not group work, students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student's assessment.
- d) Students must not ask another person to produce an assessable item for them.

### b) Lifetime's responsibilities:

Procedural fairness

1. Students must be treated fairly, with dignity and with due regard to their privacy
2. Students are to be regarded as innocent of the alleged misconduct until they have either admitted to it or been found by proper inquiry of the student conduct committee to have so behaved.
3. Past misconduct is not evidence that a student has behaved in the same manner again.
4. Each case is dealt with on its own merits and according to its own circumstances with the proviso that the first instance of misconduct will be penalised more leniently than subsequent instances of misconduct.

### c) Penalties

1. Penalties imposed will take into account the nature and the extent of the misconduct
2. A student's second offence is penalised more severely than their first offence and a third offence will result in exclusion from Lifetime International Training College.
3. The following penalties may be imposed: a warning, a reduction in grades, receiving zero for an assessment event, failing the unit, exclusion from Lifetime.

### Notification and appeal

1. Students must be notified in writing of penalties as a consequence of academic misconduct.
2. The grounds for appeal are:
  - a) Procedural irregularities, and/or

- b) Factual errors on which the decision was based and which were of such magnitude as to invalidate the decision
3. Appeals must be lodged in writing with the Chief Executive Officer within 20 days of the date of the student being notified of the consequence.

### **General misconduct**

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

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

Lifetime will report all criminal acts committed by its students to the relevant authorities.

The following examples indicate the kinds of behaviour which constitute student misconduct.

They are for illustrative purposes and are not intended to be exhaustive. Student misconduct may occur when a student:

- a) contravenes any rules or acts;
- b) prejudices the good name or reputation of Lifetime;
- c) prejudices the good order and governance of Lifetime or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of Lifetime;
- d) fails to comply with conditions agreed in the contract;
- e) wilfully disobeys or disregards any lawful order or direction;
- f) refuses to identify him or herself when lawfully asked to do so by an officer of Lifetime;
- g) fails to comply with any penalty imposed for breach of discipline;
- h) misbehaves in a class, meeting or other activity under the control or supervision of Lifetime, or on Lifetime premises or other premises to which the student has access as a student of Lifetime;
- i) obstructs any member of staff in the performance of their duties;
- j) acts dishonestly in relation to admission to Lifetime;
- k) knowingly makes any false or misleading representation about things that concern the student as a student of Lifetime or breaches any of Lifetime's rules;
- l) alters any documents or records;
- m) harasses or intimidates another student, a member of staff, a visitor to Lifetime, or any other person while the student is engaged in study or other activity as Lifetime's student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;
- n) breaches any confidence of Lifetime;
- o) misuses any facility in a manner which is illegal or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from

Lifetime premises while acting as a Lifetime student, in a manner which is illegal or which is or will be detrimental to the rights or property of others;

- p) steals, destroys or damages a facility or property of Lifetime or for which Lifetime is responsible; or
- q) is guilty of any improper conduct.

### **Penalties for general misconduct**

1. Penalties imposed will take into account the nature and the extent of the misconduct
2. A student's second offence is penalised more severely than their first offence and a third offence will result in exclusion from Lifetime.

If the student admits to the alleged misconduct, the Chief Executive Officer may impose one or both of the following:

- a charge for the cost of damage to facilities and equipment
- temporary exclusion from Lifetime.

The Chief Executive Officer may then impose the penalty of permanent exclusion from Lifetime in the case of physical or verbal abuse of students or staff of Lifetime, repeated or severe misconduct, or in the case of criminal acts.

### **Notification and appeal**

1. Students must be notified in writing of penalties as a consequence of general misconduct
2. The grounds for appeal are:
  - procedural irregularities, and/or
  - factual errors on which the decision was based and which were of such magnitude as to invalidate the decision
  - Appeals must be lodged in writing with the Chief Executive Officer within 20 days of the date of the student being notified of the consequence. The process will commence within 10 working days from the date of receipt of the student's appeal.

### **TEACHING METHODS FOR ALL COURSES**

Teaching methods in our courses include the following: face-to-face lectures, tutorials, self-paced learning, computer assisted learning and workplace learning (ONLY available to onshore students).

### **ASSESSMENT METHODS FOR ALL COURSES**

Our assessments are competency based. These include written projects, written assessments and practical demonstrations. For more information on assessment policies and procedures, please contact the college.

### **PROMOTION AND MARKETING POLICY**

**Policy:**

Lifetime International Training College will undertake all the promotion and marketing of its services in an ethical and responsible manner at all times. The College has upgraded all its policies to reflect the National Code of Practice 2018. Agents' responsibilities have been clearly defined and penalties for breach of Agreement have been included in the Agreement.

**Procedure:**

In doing so the College will:

- Market courses within its Scope of Registration' with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. No false or misleading comparisons will be drawn with any other provider or course
- Not state or imply that courses other than those within the Scope of Registration are recognized by the Registering Authority.
- Be responsible under this code for the actions of our appointed agents in relation to the marketing of services
- Make every reasonable effort to ensure that at all times agents act in the best interests of the applicant and the college
- Encourage applicants who are dissatisfied with any agent to refer the matter to the college for investigation and possible action
- Agents found to engage in any misleading or misinterpretation of the College guidelines or providing false promises or engaged in any dishonest practices or misuse the PRISMS will have their Agreement promptly terminated
- All Agents agreement will be reviewed annually and updated with relevant information
- Comply with the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (The National Code 2018).

**STUDENTS WISHING TO TRANSFER BETWEEN REGISTERED PROVIDERS**

Students who wish to transfer from other registered providers will need to provide a release letter from that provider if they have yet to complete six months of their principal course of study. In turn, students wishing to withdraw from Lifetime International Training College will need to complete the Withdrawal and Application for Refund Form, as well as submitting documented evidence for the reasons of the request.

Students wishing to transfer to another RTO within the first six months of principal course of study commencement must demonstrate extenuating circumstances to achieve successful withdrawal. These include, but are not limited to:

- Medical reasons eg. recent hospital admission; serious injury; debilitating illness; severe anxiety or depression.
- Loss or bereavement eg. death of a close family member, or close friend; family or relationship breakdown.
- Hardship/trauma eg. recent victim of crime; sudden loss of income or employment; severe disruption to domestic arrangements.
- Educational progression problems that cannot be addressed by the provider's resources.

The College reserves the rights to refuse any such transfers under which it feels that the transfer may prove detrimental to the student's progress. The students will be informed of the reasons for which the request was refused.

Such transfer requests will be assessed within 28 working days it is lodged. Should the student disagree with the outcome, they may appeal via the (Complaints and appeals Form.)

For students wishing to transfer to the College, they may also apply for credit transfers exemptions by lodging the Credit Transfer Application Form, along with the necessary documents.

Students whose requests to transfer to another RTO are successful may also request for a release letter, transcripts of completed units and Certificates/ Statements of Attainment.

### **CREDIT TRANSFER PROCEDURE**

**PURPOSE:** To establish and maintain a system for Credit Transfer application and assessment

**SCOPE:** This procedure applies to all students who wish to undertake a course or are enrolled in a course at this College

**RESPONSIBILITIES:** College CEO and Management

**REFERENCES:** Student Handbook

**RECORDS AND FORMS:** Credit

**ACTION:**

1. Any client who wishes to apply for credit transfer should read the College Policy on credit transfer, then complete the credit transfer application Form, providing the relevant information and evidence listed on the form
2. The student then submits the form to the Administration Officer at the College.
3. The Administration Officer records the application and passes it to the relevant staff member (trainer).
4. The trainer assesses the application matching the evidence provided to the critical evidence required by each unit of competency. The trainer makes a decision and provides feedback to the client on the Credit Transfer form.
5. The trainer records the results on the student file and on the electronic student results system. This is also recorded by the Administration Officer.
6. If credit transfer is granted before the visa grant, Lifetime International Training College will indicate the actual net course duration (as reduced by credit transfer) in the COE issued for that student for that course.
7. If the credit transfer is granted after the Visa grant, Lifetime International Training College will report the change of duration via PRISMS under s19 of the ESOS act 2000. In such cases Lifetime International Training College will remind the student that it is a condition of their visa that they be enrolled in full time study. Should the student finish his/ her course early, he/ she must enrol in another CRICOS – registered course or depart Australia immediately unless they have been given authorisation by DIBP to remain in Australia.
8. If Lifetime International Training College grants an overseas student credit transfer that leads to a reduced Study load, Lifetime International Training College will not allow the student to study less than a full time load.
9. Credit transfer documents provided by the student are stored appropriately

### **STUDENT FEES AND CHARGES POLICY**

## **PURPOSE**

To provide a clear documented process relating to fees and charges associated to overseas students studying at Lifetime International Training College. This policy has been developed in accordance with clause 5.3 of standard 5 and Clause 7.2 of Standard 7 of the standards for Registered Training Organisations 2015.

To ensure each overseas student or prospective student is properly informed and protected through the provision of comprehensive and relevant fee information.

## **SCOPE**

This policy applies to all Students who are commencing, have commenced or are continuing study with Lifetime International Training College.

Overseas students choosing to study at Lifetime International Training College are required to pay all fees and charges agreed to in the Letter of Offer and Acceptance (Written Agreement).

## **POLICY STATEMENT**

### **General Rules**

Lifetime International Training College charge a variety of fees and charges for courses in relation to market demand.

Fees and charges are published and available online via Lifetime International Training College's website.

Students are notified in their Letter of Offer and Acceptance (Written Agreement) of all fees and charges, including that these are subject to change.

Payments including fee deposits are not accepted from overseas students until Lifetime International Training College receives their signed and completed Letter of Offer and Acceptance (Written Agreement).

Tuition fees do not include placement fees or material fees. These will be listed in the letter of offer.

Fees and charges are reviewed at least annually.

Any changes to fees and charges are updated on all electronic and print material including Letter of Offer and Acceptance (Written Agreement) and marketing/recruiting materials.

International education agents are notified of any changes to fees and charges and are supplied with updated materials.

Lifetime International Training College will not issue any qualification or award prior to the completion of payment of all fees and charges in full.

Student will pay the same amount of fees at the time of enrolment until completion of the course. Rescheduling of any course or unit of competency may incur variations in fees and charges such as an increase to be paid or an amount to be refunded.

Enrolling in a new course will incur any new fees.

Tuition fees will not be transferred to another educational institute.



Lifetime International Training College enrolment/application fee is non-refundable.

In the event a student abandons the course, all fees due are payable.

## **FEES AND CHARGES**

Fees are payable as agreed with Lifetime International Training College and documented in the Letter of Offer and Acceptance of Offer. The balance of fees is to be paid on the basis of an instalment program that is scheduled and agreed upon in the Letter of Offer and Acceptance of Offer.

Tuition fees will not be transferred to another educational institution.

Lifetime International Training College may restrict or withhold services or materials from learners if fees are overdue.

Students are required to pay the following fees:

- a) Application/enrolment fee (non- refundable)
- b) Course, as per letter of offer
- c) Material Fees, as per letter of offer
- d) Placement fees, as per letter of offer
- e) Overseas Student Health Cover (OSHC),
- f) Accommodation,
- g) Airport Pickup, and
- h) Any other fees outlined in the Letter of Offer and Acceptance (Written Agreement) and attached schedule of fees for students.

Applicants must pay the following fees in order to secure their enrolment at Lifetime International Training College:

- a) A specified pre-payment tuition fees (this will be no more than 50% of the total course fees for overseas students)
- b) Application/enrolment Fee
- c) OHS fee (for overseas students)

Payment particulars:

- a) Students must pay the Application/Enrolment Fee, otherwise the application will not be processed.
- b) Enrolment, Accommodation and Airport Pickup Fees are non-refundable.
- c) Students must pay all associated Course Fees as per the Letter of Offer and Acceptance (Written Agreement)and Fee Schedule, otherwise students will not be allowed to continue study.
- d) Course fees can be paid in Full at the start of the course, or in Advance by term or in accordance with the schedule outlined in the Enrolment Agreement.
- e) Course Fees will not be transferred to another provider, should a Transfer of Provider request be approved.
- f) A Refund of any fee will only be processed in accordance with the Refund Policy.

### Fee increases

Students are informed on the Letter of Offer and Acceptance of Offer that tuition fees will not increase during their period of enrolment at Lifetime International Training College.

Fees during the enrolment **period** as tabled under O, may, however, be subject to increase. Notices will be placed throughout the Lifetime International Training College campus(es) notifying students if any of these fees are to increase. Students will be provided with four weeks' notice of the intention to increase any of these fees.

### Payment Methods

All Fee payments must be made in Australian Dollars and can be paid by:

- Cash,
- Direct or SWIFT Deposit,
- Credit Card,
- Bank Cheque or Money Order

### Payment Extension

Should the student experience financial difficulties or encounter unforeseen circumstances where payment of fees cannot be made, then the student may request an extension of fees by submitting a Fee Extension Request Form.

The Fee Extension Request Form must be received prior to the fee due date. If the form is not received by the due date, then the student will be subject to late payment fees, regardless of whether an extension has been granted.

Applying for a fee extension does not guarantee that an extension will be granted.

If an extension is approved, then a revised payment schedule will be determined.

### Late Payment

Should a student not pay the required fees by the due date and has not submitted and had approved a Fee Extension Request Form, then the following late payment fees apply:

- 10% on any outstanding amount greater than \$500 AUD
- 20% on any outstanding amount less than \$500 AUD

Should a payment plan be entered into, the due date is the date of the agreed instalment due date, should a student fail to pay 2 or more instalments then the overdue fees will apply to each instalment that is late.

### Cancellation

The failure to pay any owed fee or late payment may result in the cancellation of the student's enrolment.

In the event that a final notice to cancel CoE, the student shall have 20 days to access the Complaints and Appeals process.

### Overseas Student Health Cover

As a condition of your student VISA, the Australian Government requires the student to have Overseas Student Health Cover.

All students are to organise their own private health insurance – see attached lists of private health insurances that you can choose from:

- **AHM Health Insurance** - [www.ahm.com.au](http://www.ahm.com.au)
- **Australian Unity Health** - [www.australianunity.com.au](http://www.australianunity.com.au)
- **BUPA Australia** - [www.bupa.com.au](http://www.bupa.com.au)
- **CBHS Corporate Health** - [www.cbhscorporatehealth.com.au](http://www.cbhscorporatehealth.com.au)
- **CBHS Health Fund.** - [www.cbhs.com.au](http://www.cbhs.com.au)
- **CUA Health.** [www.cua.com.au/insurance/health-insurance](http://www.cua.com.au/insurance/health-insurance)

Students will not be able to obtain a valid Student VISA, if they do not have proof of OSHC.

### Tuition Assurance

In accordance with the ESOS Act, Lifetime International Training College ensures the security of Student Fees through membership to the Tuition Protection Service.

### **SCHEDULE OF FEES**

#### **Application/enrolment fee (non-refundable)**

A non-refundable application fee of \$250.00 applies.

#### **Current Course Costs**

Listed below are the current course costs (subject to review and change at any time) Courses with CRICOS are available for International Student.

Course Code	Course Title	Duration (weeks)	CRICOS	Tuition Fee	Material Fee	Total Cost
BSB40215	Certificate IV in Business	52	n/a	\$5,000	\$500	\$5,500
BSB50215	Diploma of Business	52	087197G	\$8,000	\$500	\$8,500
BSB51915	Diploma of Leadership and Management	52	087915D	\$10,000	\$500	\$10,500
BSB60215	Advanced Diploma of Business	52	087916C	\$10,000	\$500	\$10,500
BSB61015	Advanced Diploma of Leadership and Management	52	093966J	\$10,000	\$500	\$10,0500
BSB80315	Graduate Certificate in Leadership Diversity	27	095444G	\$6,500	\$500	\$7,000
BSB80615	Graduate Diploma of Management (Learning)	52	095445G	\$10,000	\$500	\$10,500

CHC30113	Certificate III in Early Childhood Education and Care	52	n/a	\$6,000	\$500	\$6,500
CHC33015	Certificate III in Individual Support	44	091544C	\$7,500	\$500	\$8,000
CHC43015	Certificate IV in Ageing Support	52	091545B	\$8,500	\$500	\$9,000
CHC50113	Diploma of Early Childhood Education and Care	114	096621K	\$14,00	\$500	\$14,500
CHC52015	Diploma of Community Services	104	091546A	\$12,500	\$500	\$13,000
CHC82015	Graduate Certificate in Client Assessment and Case Management	52	095446F	\$10,000	\$500	\$10,500
SIT30616	Certificate III in Hospitality	52	n/a	\$5,000	\$500	\$5,500
SIT30816	Certificate III in Commercial Cookery	52	n/a	\$5,000	\$500	\$5,500
SIT40516	Certificate IV in Commercial Cookery	52	093965K	\$12,500	\$500	\$13,000
SIT50416	Diploma of Hospitality Management	104	095443J	\$14,500	\$500	\$15,000

### Fees during the enrolment period

Repeat of unit	As per Unit cost as outlined in scheduled fees
RPL assessment (per unit of competency)	As per Unit cost as outlined in scheduled fees
Administration fee for cancellation	500
Catch up for each unit	250
Cancelation fee	250
Catch up class for missing practical's	50
Catch up class Bfor missing theory	50
Reissue of CoE	50
Catch up missing units online (per unit)	250
Replacement Diploma / Certificate	50
Bank dishonour fee	50
Additional statement of attainment (one statement of attainment will be provided free of charge each term)	30
Reassessment (per assessment)	50 / hr

Replacement ID card	15
Academic support class (per two-hour class)	250
Moderation on appeal (per assessment task per unit)	250
“One-on-one” mentoring (per hour)	120
Cookery student uniform and tools and cost of food products	500
Course variation	100
Payment Plan	100
Payment Plan variation	50
Work placement (Aged care, Hospitality & Early Childhood)	300

## **REFUND POLICY**

### **Scope**

This policy covers the refunds process for all fees payable for training services provided within Lifetime International Training College’s scope of registration, in accordance with ESOS Act and the National Code.

### **Purpose**

To provide for appropriate handling of student’s payments and to facilitate refunds in the case of cancellation by either party. The refunds process will allow students the option to disengage from training in a manner in which a negative impact may be negated or reduced, depending upon notification time frame.

Unless otherwise stated, all refunds of fees will only be granted in accordance with this policy. The terms and conditions of this policy apply to all students, whether they are waiting to commence or are continuing studies.

Details concerning the scope of Lifetime International Training College Refund Policy are to be clearly disseminated to prospective students prior to contractual arrangements being made, this dissemination is in the form of the Student Handbook, Application for Enrolment and Letter of Offer.

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.

### **Policy Statement**

Details concerning the scope of Lifetime International Training College Refund Policy are to be clearly disseminated to prospective students prior to contractual arrangements being made, this dissemination is in the form of the Student Handbook, Application for Enrolment and Letter of Offer.

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.

## General Rules

- 1.1 The refund process reflects the commitment by Lifetime International Training College to hold places as booked by students and the amount of administrative resources consumed at the various stages.
- 1.2 The date the written notice is received by Lifetime International Training College is the date used for the calculation of any refund and/or cancellation.
- 1.3 Refunds must be requested in writing to the Administration Manager of Lifetime International Training College. Verbal notification to Lifetime International Training College staff or agents are not valid.
- 1.4 Refund application WILL NOT be processed where the signature on the refund application form DOES NOT match the student's signature as shown on other documents provided by the student for admission to Lifetime International Training College.
- 1.5 The Administration Manager of Lifetime International Training College will process refund requests and if approved, arrange payment within 28 days.
- 1.6 Refunds will be paid in Australian Dollars into the nominated bank account.
- 1.7 To allow prompt settlement of refund requests, all advanced payments will be held in a nominated bank account by Lifetime International Training College until the course start date.
- 1.8 All requests for refund will be processed on an individual basis, taking into account impact on follow on units /modules if applicable.
- 1.9 The term "commencement" in this policy refers to the first day of the first program attended by the student.
- 1.10 Issues with regard to payment are to be handled at the first available opportunity and directed to the Compliance Manager of Lifetime International Training College. All Refund Requests and issued refunds are to be logged in the Refund Log.
- 1.11 In the event of visa refusal, the application/enrolment fee is not refundable. Refund on visa rejection will require a copy of notification from the Australian High Commission. Airport pick up fee is refundable if a visa is refused.
- 1.12 Tuition fees and Overseas Student Health Cover (OSHC) are refundable in full where student has provided evidence of medical or compassionate reasons due to which the student cannot commence the course, Lifetime International Training College if advised of the cancellation 28 days or more before course starts and prior to entering into Australia.
- 1.13 Student enrolled in packaged courses do NOT qualify for a refund once they commence their studies in Australia.
- 1.14 If the student have given misleading information to an Lifetime International Training College approved agent, Lifetime International Training College and/or any Commonwealth Agencies of Australia, no refund will be given.

- 1.15 All refunds will be payable in the same currency in which fees were paid. Lifetime International Training College will forward the refund to the applicant in their country of origin unless otherwise authorised in writing.
- 1.16 No refunds will be paid to a third party (person other than the student), unless directed by the student on the Refund Application Form.
- 1.17 Lifetime International Training College will give the student a refund statement that explains how the amount has been worked out.
- 1.18 In case of a cancellation by the student or Lifetime International Training College, any outstanding fees to Lifetime International Training College become due with 7 (seven) days.
- 1.19 Any costs incurred by Lifetime International Training College to recuperate outstanding fees will be charged to the student.
- 1.20 Unpaid fees will be recorded as a debt and recovered by action in a court of competent jurisdiction.
- 1.21 Lifetime International Training College will not release any testamurs/awards to students until outstanding course fees have been paid in full.
- 1.22 Provide the student in writing the resulting decision of Lifetime International Training College's management.
- 1.23 Advise the student of their right to appeal the decision of Lifetime International Training College management.
- 1.24 The refund policy is subject to review at least once per year
- 1.25 Refunds will only be paid to the student or legal guardian of a student under 18. If a student has paid the fees to their agent, Lifetime International Training College will recover the paid fees and return to student.
- 1.26 Lifetime International Training College only accepts responsibility for fees and charges associated with the cost of enrolling in and studying with the RTO. No accountability will be taken for fees or charges associated with international education agent or migration agent fees or visa application costs.

## REFUNDS RESULTING FROM LIFETIME INTERNATIONAL TRAINING COLLEGE DEFAULT

In the unlikely event of Lifetime International Training College default, within 14 days of the default, Lifetime International Training College will:

- Either offer the student an alternative place at Lifetime International Training College's expense, that is accepted in writing;

OR

- Refund the student the unused portion of the prepaid fees.

If Lifetime International Training College is unable to provide a refund or place the student in an alternative course, then the student shall be referred to the Tuition Protection Service (TPS: [www.tps.gov.au](http://www.tps.gov.au)), who will place the student in a suitable alternative course or if a suitable course cannot be found, pay a refund as calculated by the TPS Administrator.

## TABLE OF REFUNDS

Type	Timeframe	Amount Refunded	Documents
<b>VISA Refusal</b>	At any time	All TUITION FEES PAID minus 5% of the Tuition fees OR \$AUD500.00 WHICHEVER IS LOWER.	Refund Request Proof of VISA Refusal
<b>Visa Renewal Refusal</b>	After the course has commenced	UNSPENT TUITION FEES MINUS 5% OF THE TUITION OR \$AUD500.00 WHICHEVER IS LOWER MINUS AGENT COMMISSIONS PAID	Refund Request Proof of VISA Refusal
<b>VISA CANCELLED for Fraud or breach of conditions</b>	At any time	Nil	Refund Request Proof of VISA Refusal
<b>Withdrawal</b>	Greater than 28 days before commencement of the course	All tuition fees paid minus the 5% of the tuition fees OR aud\$500.00 whichever is lower and Minus Agent Commissions Paid.	Refund Request Letter of Offer
<b>Transfer</b>			
<b>or Enrolment</b>	Less than 28 days before commencement of the course	50% of Tuition fees minus 5% of the Tuition fees or \$AUD 500.00 whichever is lower and minus Agent Commissions Paid	Refund Request Letter of Offer
<b>Cancellation</b>	After the course has commenced	Nil	Nil



<b>Cancellation prior to visa decision</b>	At any time	All fees deposited Minus 5% of Tuition Fees or \$500 whichever is the Lower and minus Agent Commission Paid	Withdrawal form Letter of Offer
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## Responsibilities

The CEO/PEO, Lifetime International Training College is responsible for ensuring compliance with this policy. Administration Manager of Lifetime International Training College will process refund requests, if approved, AND arrange refund payment within 28 days.

The Lifetime International Training College Access & Equity Policy applies. (See Access & Equity Policy)

All documentation from refund processes are maintained in accordance with Records Management Policy. (See Records Management Policy)

All Refund practices are monitored by the CEO/PEO, Lifetime International Training College and areas for improvement identified and acted upon. (See Continuous Improvement Policy)

Role within RTO	Area of responsibility
<b>CEO</b>	Approval Authority
<b>Deputy CEO</b>	Development/Review
<b>Administration Manager</b>	Monitoring and Evaluation
<b>Compliance Officer</b>	Compliance
<b>Student Support Officer</b>	Implementation

## Related Legislation And Regulations

- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as 'the National Code 2018' Standards
- Standards for Registered Training Organisations (RTOs) 2015, Standard 5 clause 5.3 and standard 7 clause 7.2
- Education Services for Overseas Students Regulations 2001
- Education Services for Overseas Students Act 2000

## Related Policies, Procedures And Documents

- Fees and Charges Policy
- Deferral Suspension Cancellation Policy
- Complaints & Appeals Policy
- Complaints & Appeals Procedure
- Academic Misconduct and Cancellation Form

## 1 Payment Details:

Lifetime International Training College Bank Details below and email us once payment is completed [admin@lifetime.qld.edu.au](mailto:admin@lifetime.qld.edu.au). Also please note that there is a 2% surcharge on a Credit Card Transactions.

LIFETIME INTERNATIONAL.COM PTY LTD  
BANK- ST GEORGE BANK  
BSB – 114 879  
ACCOUNT NUMBER – 468936082  
SWIFT CODE: SGBLAU2S

## COMPLAINTS AND APPEALS POLICY

(National Code STANDARD 10)

### Reference and Legislation

- Student Handbook (pre enrolment and Induction)
- National Code of Practice for Providers of Education and Training to Overseas Students 2018.

### Purpose of Policy

#### 1. Overview

- 1.1. This policy has been developed to ensure all current and prospective students of Lifetime International Training College are given access to free, effective and fair complaints resolution and appeals processes.
- 1.2. There are three separate processes depending on whether the **complaint/appeal** is related to:
  - Academic matters (refer to section 5.2);
  - Non-academic matters (refer to section 5.3) or;
  - Reporting non-compliant students to DIBP (refer to section 5.4).

#### Section 5 sets out the valid grounds and procedures for each type of complaint or appeal.

- 1.3. This policy has been developed in line with requirements set out in The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students and the Australian Quality Training Framework (AQF).

#### 2. Organisational Scope

- 2.1. Any current or prospective student of Lifetime International Training College who experiences incorrect, inappropriate or unfair treatment in the course of their relationship with Lifetime International Training College is entitled to access the complaints and appeals process set out in this policy, regardless of the location of the campus at which the matter has arisen, the student's place of residence or the mode in which they study.

- 2.2. Grievances experienced by Lifetime International Training College staff are to be dealt with according to the terms set out in the Lifetime International Training College workplace agreement.

### 3. Definitions

- 3.1. **APPEAL/ COMPLAINT:** In this context an **appeal or complaint** constitutes a request to review a decision or outcome relating to any aspect of the student's results, conditions of enrolment, or academic progress and attendance.
- 3.2. **The VET Quality Framework** is aimed at achieving greater national consistency in the way providers are registered and monitored and in how standards in the vocational education and training (VET) sector are enforced.

The VET Quality Framework comprises:

- the Standards for National VET Regulator (NVR) Registered Training Organisations
  - the Fit and Proper Person Requirements
  - the Financial Viability Risk Assessment Requirements
  - the Data Provision Requirements, and
  - the Australian Qualifications Framework.
- 3.3. **DHA:** Department of Home Affairs: The Australian government agency responsible for issuing students with visas.
- 3.4. **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.
- 3.5. **Complainant:** A person lodging a complaint or appeal.
- 3.6. **Respondent:** A person responding to a complaint or appeal.
- 3.7. **CoE:** Confirmation of Enrolment is a document registered with DIBP to confirm a student's acceptance into a particular course for a specified duration.

### 4. Policy Principles

This policy is distributed through the Lifetime International Training College Student Information Guide, Lifetime International Training College Staff information guide and LIFETIME website

- 4.1. **This Policy will be given to students prior to enrolment and again (in the student handbook – induction booklet) on commencement of the course.**
- 4.1.1. **The consideration of complaints and appeals will be dealt with fairly and confidentially and according to principles of procedural fairness which respects the right of a complainant to be heard by an impartial party;**

- 4.1.2. The consideration of complaints and appeals will be dealt with according to principles of procedural fairness which respects the right of a complainant to be heard by an impartial party;
- 4.1.3. Attempts will be made to resolve complaints and appeals as close to the source as possible;
- 4.1.4. Complainants and respondents will not be subject to discrimination or harassment resulting from their participation in the complaints process;
- 4.1.5. **This complaints process does not restrict a student's or person's right to pursue other legal remedies;**
- 4.1.6. Staff will make all attempts to respond to complaints within the time limits set out in this policy;
- 4.1.7. **All procedures will be made available to the public on the Lifetime International Training College website, student handbook, and staff handbook**
- 4.1.8. **Complainants and/or respondents have the right to be represented by a third person (such as family member, friend, counsellor other professional support person, other than a qualified legal practitioner,) if they so desire;**
- 4.1.9. All communications arising from the complaints process, together with the proceedings of the Appeals and Complaints Committee, will remain confidential, except to the extent necessary to give effect to this Complaints and Appeals Policy.
- 4.1.10. Where the appeal relates to suspension of enrolment, students may maintain their enrolled status whilst awaiting the outcome of the appeal.
- 4.1.11. **The complainant or appellant has the opportunity to formally present his/her case at no cost to them.**
- 4.1.12. **They may also have a friend or nominated person accompany them.**
- 4.1.13. **Complainants have access to an independent arbiter.**
- 4.1.14. **Complainants are clearly informed in writing of the outcomes of the complaint or appeal**
- 4.1.15. **Complaints and appeals are resolved within realistic and fair timelines**
- 4.1.16. **Students may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues which may arise**
- 4.1.17. **Lifetime International Training College will provide the student with details of external authorities**

- *These external authorities are independent from the college because ACPET organises independent mediators from a panel of mediators.*
- *Students are referred to the ACPET State office when all attempts to resolve the dispute internally have failed. The student may represent himself or he may have a nominated person accompany him.*
- *If the dispute is not settled in the mediation process, either party may seek other legal remedies.*
- *Other agencies to which the student could be referred to include: Consumer Affairs, and the Queensland Department of Education, Queensland Education Overseas Unit.*
- *Independent mediation is also available through the Dispute Resolution Branch, Department of Justice and Attorney General. There are six Dispute Resolution Centres throughout Queensland. The Brisbane Centre is located on the 13<sup>th</sup> Flr, Central Courts Building, 170 North Quay, QLD 4000. Contact details are: Tel: +61 7 3239 6269; Fax: +61 7 3239 6284. Students outside Brisbane may use the Toll Free No: 1800 017 288. At present there is no fee for use of this service, but this may change.*
- *An overseas student may also lodge an external appeal at the newly established office of the Overseas Student Ombudsman see [www.osd.gov.au](http://www.osd.gov.au) or phone 1300 362 072*
- *Nothing in the School's Dispute Resolution Policy prevents the right of any student to pursue other legal remedies*

**4.1.18. The complainant or appellant has the opportunity to formally present his/her case at no cost to them.**

## **5. Policy Content**

### **5.1. The Appeals and Complaints Committee**

The Appeals and Complaints Committee shall be comprised of the following:

- Chief Executive Officer
- Academic Manager
- Student Support
- Registrar

The committee will commence the review the appeal within **5 working days** of receipt of the written complaint and will inform the complainant of the outcome of this decision in writing. The Committee may ask either the complainant or respondent (or both) to present their case in person to the Committee.

## Complaints and Appeals Policy

### 5.2. Academic Complaints

#### 5.2.1. The Academic Complaints and Appeals process is for matters which relate to:

- Assessment and results
- Student progress
- Curriculum content & delivery
- Conferral of awards

If at any point, a student becomes dissatisfied in relation to these matters, they should commence Stage One (Academic) complaints procedures which are explained below.

At any point in this process, a complainant may seek advice from those authorities listed in section 4.2.17

Complainants who require assistance with preparing a written complaint or appeal may contact the Faculty Manager or Trainer for support.

#### 5.2.2. Lifetime International Training College Students have access to a four stage complaints and appeals process as follows:

##### Stage One (Academic) – Informal

The first step is **direct communication** between the complainant and respondent to allow both parties to discuss their point of view and attempt to resolve the problem. The complainant should communicate the matter to the relevant staff member within **5 working days** of becoming aware of the problem. In most cases resolution may be verbal and investigation into the complaint will commence within **48 hrs** of the complaint being made.

The complainant is entitled to request and receive from the respondent a written response giving reasons and full explanation for decisions and actions taken. Students who require help in preparing a written complaint may contact the Faculty Manager or Trainer for assistance. The response to this first stage of the informal process should be given **within 5 days of the complainant speaking about the issue to the trainer or registrar.**

##### Stage Two (Academic) - Formal Complaints & Appeals Process

If, after undertaking Stage One, or in situations where Stage One is not possible, the complainant should **lodge their complaint in writing** (using the relevant form) to the Registrar (or nominee) within **5 working days** of the receipt of the response. Within **48 hrs** Lifetime International Training College will commence an investigation into the complaint. To avoid any conflict of interest, where the Registrar has been involved at the informal stage, the matter must be referred to the Deputy Chief Executive Officer as an independent and appropriate staff member to carry out Stage Two.

Within **5 working days of receipt of the appeal**, the Registrar (or nominee) will **provide in writing the outcome** of this step of negotiations to both Complainant and respondent.

## Complaints and Appeals Policy

### Stage Three (Academic) - Appeals and Complaints Committee

Where the complainant is unsatisfied with the outcome of Stage Two and believes that:

- they did not have sufficient opportunity to present their case to the decision maker; or
- the process was not carried out in accordance with Lifetime policy or procedures; or
- the decision was made contrary to the evidence provided;

The complainant can lodge a written statement of their complaint with the Chief Executive Officer. This statement should be lodged within **5 working days** of receiving the written notification of the outcome of Stage Two negotiations.

To avoid any conflict of interest, where the Deputy Chief Executive Officer has been responsible for the decision being appealed or has been involved in the outcome of Stage One or Two, they must nominate another senior staff member to stand in their place on the Appeals and Complaints Committee.

### Stage Four - External Agencies

Where the complainant is unsatisfied with the outcome of the Stage Three and believes that at the Appeals and Complaints committee the process was not carried out in accordance with Lifetime International Training College policy or procedures they may request that the matter to be referred to Lifetime International Training College's nominated independent appeals reviewer.

The purpose of the external appeals process is to consider whether the College has followed its policies and procedures - it is not to make a decision in place of the College.

#### Independent Appeals Reviewer:

This independent agent will review the case, seeking input from all parties before making recommendations to Lifetime International Training College within **15 working days**.

Note: If the complainant decides to proceed with Stage four, they should notify the College of this, so that time is allowed for this process.

### 5.3. General (Non-Academic) Complaints

#### 5.3.1. The General Complaints process is for matters which relate to:

- Customer services and administration
- Marketing and information
- Facilities
- Fees and finance related matters
- Welfare

If at any point, a complainant becomes aggrieved, they should commence Stage **One** complaints procedure as outlined in this policy.

At any point in this process, a complainant may seek advice from the relevant person in authority

### **5.3.2 Stage One (Non-Academic) – Informal**

The first step is direct communication between the complainant and respondent to allow both parties to discuss their point of view and attempt to resolve the problem. In most cases resolution may be verbal and investigation into the complaint will commence within **48 hrs** of the complaint being made.

The complainant should communicate the matter to the relevant staff member within **5 working days of receipt of the response from the respondent.**

The complainant is entitled to request and receive from the respondent a written response giving reasons and full explanation for decisions and actions taken. This will be given within **5 working days** of receipt of the complaint

Students who require help in preparing a written complaint may contact the Student Services Manager for assistance.

### **5.3.3 Stage Two (Non-Academic) - Formal Complaints & Appeals Process**

If, after undertaking Stage One, or in situations where Stage One is not possible, the complainant should lodge **their complaint in writing within 5 working days** of the complaint issue becoming known. **The Registrar** will discuss with the complainant options to resolve the matter.

To avoid any conflict of interest, where the Admissions Manager has been involved at the informal stage, the matter must be referred to an independent and appropriate staff member to carry out Stage Two. **This will occur within 48 hrs of receipt of the complaint.**

Within **5 working days** of receipt of the complaint, the Registrar (or Nominee) will provide in **writing the outcome** of this step of negotiations to both complainant and respondent.

### **5.3.4 Stage Three (Non-Academic) - Appeals and Complaints Committee**

Where the complainant is unsatisfied with the outcome of Stage Two and believes that:

- they did not have sufficient opportunity to present their case to the decision maker; or
- the process was not carried out in accordance with Lifetime International Training College's policy or procedures; or
- the decision was made contrary to the evidence provided; the complainant can lodge a written statement of their complaint with the Principal.

This statement should be lodged within **5 working days** of receiving the written notification of the outcome of Stage Two negotiations.



The Appeals and Complaints Committee will consider the complaint and respond **within 5 working days of receipt of the complaint**. The Committee may ask either the complainant or respondent (or both) to present their case in person to the Committee. All parties will be advised in writing of the outcome of this step of negotiations.

#### **5.3.5 Stage Four - External Agencies**

Where the complainant is unsatisfied with the outcome of the Stage Three and believes that at the Appeals and Complaints committee the process was not carried out in accordance with Lifetime International Training College's policy or procedures they may request that the matter be referred to Lifetime's nominated independent appeals reviewer. The purpose of the external appeals process is to consider whether the College has followed its policies and procedures - it is not to make a decision in place of the College.

#### **5.3.6 Independent Appeals Reviewer:**

This independent agent will review the case, seeking input from all parties before making recommendations to Lifetime International Training College within **15 working days**.

Note: If the complainant decides to proceed with Stage four, they should notify the college of this, so that time is allowed for this process.

#### **5.3.7 The Appeals and Complaints Committee**

The Appeals and Complaints Committee shall be comprised of the following:

- College Director and Chief Executive Officer
- Principal
- Registrar

The committee will review the appeal within 10 working days of receipt of the written complaint and will inform the complainant of the outcome of this decision in writing. The Committee may ask either the complainant or respondent (or both) to present their case in person to the Committee.

### **5.4 Appeals Against Reporting Students to DIBP**

5.4.1. Appeals under this category will be in response to Lifetime International Training College notifying a student that they intend to report the student to DIBP for not complying with the conditions of their student visa. This may occur in relation to:

- ***Unsatisfactory Academic Progress; or***
- ***Failure to maintain enrolment in a registered course (as stated on the CoE).***

Once Lifetime International Training College notifies a student of their intention to report them to DIBP, the student may commence the Stage One appeals procedure which is explained below.

At any point in this process, a complainant may seek advice from college representatives, or persons they wish to nominate.

Lifetime International Training College students who receive a notice that they will be reported to DOHA have access to a four stage appeals process as follows.

#### **5.4.2. Stage One (Reporting to DOHA) – Informal Appeal**

The process of an informal appeal is initiated at the time of a student receiving a warning or final warning notice. If the student wishes to appeal the decision to issue the warning/final warning they should do so by making an appointment with the relevant Faculty Manager and discussing their situation. In some cases, during the interview process, a student might agree with the issuance of a warning/final warning but may have reasons for their poor progress. Every attempt should be made by the student to present evidence or explain reasons why they have unsatisfactory academic progress at this stage. Heads of Department will, in turn, discuss support options available.

#### **5.4.3. Stage Two (Reporting to DOHA) - Formal Complaints & Appeal Process**

Once a student has received notification that they will be reported to DOHA (Intent to Report notice) they have **22 working days from the date of the notice** to contact the Deputy Chief Executive Officer or other Academic staff to discuss the matter and provide evidence which may change the outcome of the reporting process.

If the student wishes to appeal the decision to report, they should complete the 'Non Compliance Appeal Form', which is available from the Academic offices once the 'Intent to Report notice' has been sent, this will initiate the internal appeal process.

Students will need to make an appointment with the Student Services Manager, Deputy Academic Director and/or Academic Director in order to lodge the. Non-Compliance Appeal form. Students are advised to undertake this step as soon as an 'Intent to Report' notice to DIBP has been received. Evidence submitted in support of an appeal (e.g. Medical certificates) must be in English or accompanied by official English translations. Supporting evidence in languages other than English will not be accepted as part of the appeal.

#### **5.4.4. Stage Three (Reporting to DOHA) - Appeals and Complaints Committee**

The Appeals and Complaints Committee will consider the appeal within **10 working days of receipt of the evidence** and the 'Non Compliance Appeal' form. The Committee may ask either the student or respondent (or both) to present their case in person to the Committee.

All parties will be advised in writing of the outcome of this step of negotiations. If students are not satisfied with the outcome and have valid reasons for proceeding

with an appeal, they may access the external appeals option but should notify the Deputy Chief Executive Officer in writing via the Non Compliance Appeal Form.

#### 5.4.5 Stage Four- External Agencies

Where the complainant is unsatisfied with the outcome of the Stage Three and believes that at the Appeals and Complaints committee the process was not carried out in accordance with Lifetime International Training College policy or procedures they may request that the matter be referred to Lifetime International Training College's nominated independent appeals reviewer. The purpose of the external appeals process is to consider whether the College has followed its policies and procedures - it is not to make a decision in place of the College.

#### **Independent Appeals Reviewer:**

This independent agent will review the case, seeking input from all parties before making recommendations to Lifetime International Training College **within 15 working days**.

Note: If the complainant decides to proceed with Stage four, they should notify the college of this, so that time is allowed for this process.

## 6. Administrative procedures

This policy and related documentation is accessible through the Lifetime International Training College website at: <http://www.lifetime.qld.edu.au>

- 1.1. Records of all complaints and appeals will be kept for a period of five years. These records will be strictly confidential and filed separately from student files. These records will be under the responsibility of the Deputy Chief Executive Officer; Registrar (DIBP reporting).
- 1.2. Any recommendations for process improvement or policy change arising out of any stage of the complaints and appeals process will be forwarded the Quality Committee for recording and consideration.
- 1.3. This policy and related procedures will be communicated to staff via email and ongoing staff information sessions. New staff will receive policy information during the induction process.
- 1.4. Recommendations arising from any external review of the Complaints and Appeals Policy or procedures should be implemented within 90 days of notification.

## MONITORING COURSE PROGRESS POLICY

### **Purpose of Policy**

Lifetime International Training College in accordance with Standard 8 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Student 2018 as outlined in the Lifetime International Training College Student Information Guide.

The course progress policy establishes:

- a. the requirements, definitions and procedures to be used in determining the standards of acceptable course progress
- b. the roles and responsibilities of College staff and students with regard to course progress
- c. descriptions of the resources and options available to assist students at risk of not achieving course progress standards

## Definitions

Word/Term	Definition
Course Progress	Assessed advancement within a course toward the completion of that course
compassionate and compelling circumstances	As defined in National Code of Practice for Providers of Education and Training to Overseas Students 2018 and the accompanying Explanatory Guide, compassionate and compelling circumstances generally are circumstances beyond the control of the student and have had an impact upon the student's course progress or wellbeing. These may include, but are not limited to: <ul style="list-style-type: none"> <li>○ serious illness or injury, where a medical certificate states that the student was unable to attend classes;</li> </ul>
	<ul style="list-style-type: none"> <li>○ bereavement of close family members such as parents or grandparents (death certificate must be provided);</li> <li>○ major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on the student's studies;</li> <li>○ a traumatic experience, such as involvement in or witnessing of a serious accident or witnessing or being the victim of a serious crime, which has impacted on the student (these cases should be supported by policy or psychologists' reports where possible);</li> <li>○ where the registered provider was unable to offer a pre-requisite unit</li> </ul>
approved leave	As defined in National Code of Practice for Providers of Education and Training to Overseas Students 2018 and the accompanying Explanatory Guide, the registered provider can only defer or temporarily suspend the enrolment of the student on the grounds of: <ol style="list-style-type: none"> <li>a. compassionate or compelling circumstances; or</li> <li>b. misbehaviour by the student.</li> </ol> <p>Approved Leave is a period of approved absence from the college based on the above.</p>
Intervention strategy	Systematic plan of action, adapted to assist students in meeting satisfactory course progress
Unsatisfactory Course Progress	Failure to meet two or more of the academic requirements
Study period	period of study within a course in which the student must enrol unless granted a deferment or leave absence
Study plan	suggested arrangement of study to improve student progress

## **1. Policy Principles**

Lifetime International Training College endeavours to assist students to maintain their academic progress at an appropriate level, throughout their enrolment period. The principles guiding this policy are:

- a. all students shall be treated fairly and openly
- b. all students are responsible for their own course progress
- c. appropriate learning support shall be offered to students identified as at risk of not achieving satisfactory course progress

## **2. Academic Course Progress**

Student course progress is regularly monitored and assessed both throughout the study period and at the end of each study period. Students are required to successfully complete various tests, assessments, examinations, projects and practical demonstrations.

The assessment tasks and dates are set out in the Unit timetable and are distributed by Trainers at the commencement of their course. If academic performance is unsatisfactory, students will be counselled through a series of support and intervention strategies as set out in the course progress procedures. Lifetime will support students where possible to achieve their best academic standard.

## **3. Academic Results Publication**

Student results will be notified within the allocated classes where practical. Results will also be available via student noticeboards and will be available in the future via the LMS and student portal. Results will be made available within two (2) weeks of the study period.

## **4. Unsatisfactory Course Progress**

If a student is at risk of not making satisfactory course progress, the Head of Department in consultation with the Registrar and Deputy Chief Executive Officer will establish a support program which might include one or more of the following:

- Attending academic skills programs;
- Attending tutorial or study groups;
- Receiving individual case management;
- Attending study clubs
- Attending counselling;
- Receiving professional assistance and support in relation to compassionate and compelling circumstances that may impede successful academic progress;
- Receiving mentoring;
- Reduction in course load
- Rescheduling of classes in consideration of personal circumstances.
- Other support and intervention programs may be offered at the suggestion of Management.

## **5. Course Progress Monitoring and Reporting**

- a. Throughout the study period, all Heads of Departments review student's academic progress, assessment matrices, Learning and Assessment Strategies and record all results in the Assessment Record database. This information is then documented in each student's file. The results recorded are forwarded to the Admissions Department for reporting and monitoring

purposes. The Deputy Chief Executive Officer and the Registrar conduct a sample audit of all student files to ensure that Lifetime’s robust monitoring policies are strictly enforced.

- b. Any student identified as being at risk of not achieving satisfactory course progress, is contacted by the Admissions Department to enact Lifetime’s intervention policy. The Registrar notifies the Heads of Department as soon as practicable to facilitate this process within 7 days of becoming aware of the issue through Lifetime’s robust monitoring processes.
- c. At the end of each study period, the Registrar and the Deputy Chief Executive Officer jointly assess the results for each student against the course progress policy and identify any student who has not yet achieved competency in two or more of the units attempted in the study period.
- d. Students identified will be sent a “Warning Letter” in the first compulsory study period advising that they are at risk of not achieving satisfactory course progress and notified of support available to assist them to achieve satisfactory academic progress. Students who do not respond within 14 days will be issued a letter detailing the intervention strategy as determined by Lifetime.
- e. The Registrar notifies the Heads of Department within 7 days or as soon as practicable after the completion of the study period, of any student who has been identified (4c).
- f. The Academic Progress Intervention Strategy is commenced within 14 days of identifying any affected students.
- g. If a student is identified as not making satisfactory course progress in a second consecutive compulsory study period in a course, Lifetime will notify the student of its intention to report the student to DIBP for unsatisfactory course progress.
- h. Students shall be issued a Notice of Intention to Report on unsatisfactory course progress. The student has 20 working days to appeal to Lifetime International Training College under Standard 8 on its decision by accessing the complaints and appeals process.
- i. However, the College may decide not to report a student on the following grounds:
  - Lifetime’s failure to record or calculate a student’s marks accurately;
  - The student can provide documentary evidence of compassionate and compelling circumstances;
  - Lifetime has failed to implement its intervention strategy and other policies according to its documented Academic Progress Intervention Strategy that have been made available to the student.
- j. Where the student has chosen not to assess the complaints and appeals process within the 20 working days period, withdraws from the process, or the process is completed and results in a decision supporting the College, the College will notify the Secretary of ASQA through PRISMS that the student is not achieving satisfactory course progress within 14 days.
- k. Students, who are dissatisfied with the outcome or conduct of an appeal within the College, may appeal to an external agency.

- l. Students who choose to appeal to an external agency must notify the College of this decision and provide details of the external agency within 7 working days of being notified of the outcome of the last stage of their internal appeal.
- m. Once a student has been reported, PRISMS will generate a Section 20 breach notice. Student will need to report themselves to DIBP within 28 days or their student visa will be cancelled automatically.

## **6. Exclusion Policy**

Students' attendance and competency for all programs will be monitored throughout each study period. Students who fail to meet the academic requirements during the course term, may be excluded after all intervention and assistance have been exhausted. The Chief Executive Officer on advice from the Department Heads will notify any student in writing of exclusion from the College. Such student may also appeal against the College decision.

## **7. Roles and Responsibilities**

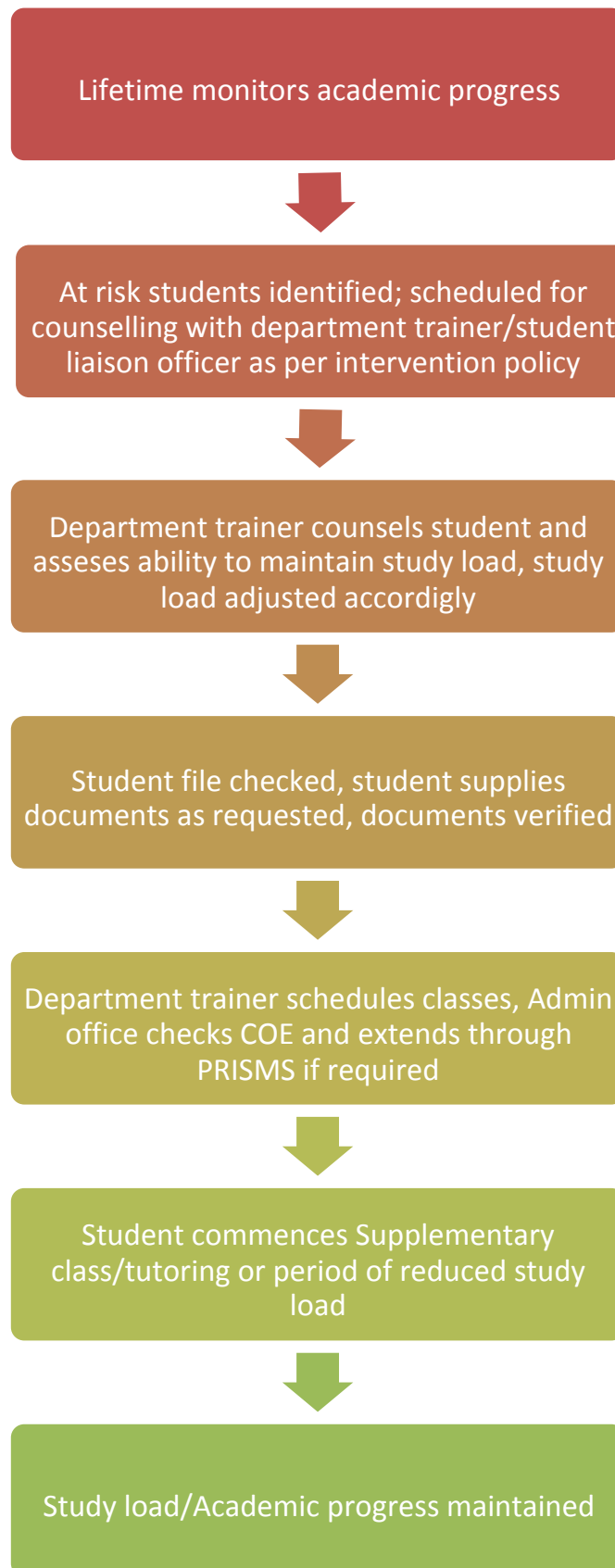
It is the responsibilities of the Trainer/Course Coordinator to:

- Identify and recommend appropriate support
- Liaise with the Principal for decision making in regard to students with exceptional circumstances
- Keep records of consultations and recommendations for support

It is the responsibilities of all College students to:

- Attend all scheduled classes and assessment days;
- Submit projects/assignments by the due date;
- Meet with visa attendance requirements, and
- Advise the College of any matters that may impede successful course progress within five (5) working days.

**STANDARD 8 MONITORING COURSE PROGRESS FLOW CHART**





## MONITORING COURSE PROGRESS PROCEDURE (STANDARD 8)

### 1. Staff training in monitoring course progress

The Chief Executive Officer ensures staff are trained in understanding and applying the Lifetime course progression policy. This will occur at induction, ongoing staff meetings and a copy of the Policy & Procedures Manual will be given to staff.

### 2. Monitoring process

Students who do not achieve competency in at least 50 % of units in a given study period will be contacted by the relevant instructor and the appropriate level of assistance/intervention given at the **earliest possible time** in the student's study period. Progress problems may be due to unforeseen circumstances such as illness or injury to the student or other compassionate or compelling circumstances. Lifetime will make every effort to provide appropriate intervention at any time to assist students.

### 3. Trainer responsibilities

#### The Instructors are responsible for:

- ensuring that the progress of each student is monitored, recorded and assessed.
- organising or providing additional support to students as they progress through the course if their performance is found to be unsatisfactory in units or parts of units. Two resits will be offered.
- checking and documenting student progress as required by successful unit completion at the end of each study period. (This will be done manually and through assessments conducted of students at practical classes and theory classes ensuring they are aware of individual student issues such as student illness or injury.
- keeping accurate assessment records
- accessing assessment records to assess student progress, these are held in hard copy and electronically
- participating in staff discussion regarding student progress at regular staff meetings
- deciding if and when the student is **at risk with specific units**
- **deciding if the student requires special assistance – e.g. in the case of injury, the student may be able to attend, observe the classes and borrow video resources to or utilise other resources to keep up to date**
- **personally contacting the student** and inviting the student to make an appointment for a meeting to discuss the issue.
- commencement of intervention strategy initially when a student achieves less than 90% successful completion of units/assessments in a given month. **The intervention strategy may be implemented at any time before the end of the study period. (Before proceeding, the student must agree to any intervention suggested and sign documentation that they have discussed the intervention and agree to fulfil their obligation)**
- **providing a counselling service** to the student to try to help the student overcome the problem – This may result in a reduced workload
- if applicable, the Instructor also issuing the student with a LETTER OF CONCERN – COURSE PROGRESSION for ongoing student progress if applicable and making an appointment to discuss the issue with the student to ascertain if there are other reasons e.g. personal problems causing the student to be at risk

- Issuing a second LETTER OF CONCERN if course progress is less than 85% satisfactory completion of units.

**HOWEVER, THE FORMAL INTERVENTION STRATEGY RELATING TO REPORTING UNSATISFACTORY COURSE PROGRESS TO DET WILL OCCUR AT END OF THE SECOND STUDY PERIOD ONLY AFTER THE STUDENT HAS BEEN ALLOWED TIME FOR THE INTERVENTION STRATEGY TO RUN ITS COURSE.**

**The Registrar/Course Administrator**

- Keeps accurate records of student results of assessment on student files and on computer
- The Registrar/Course Administrator places a **copy of this letter and any other correspondence relating to the issue on the student files**

**4. Intervention strategy options for assisting students to complete on schedule (see Policy)**

**5. Instructors responsibility -unsatisfactory course progress reporting**

Instructors must advise students that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to DIBP and cancellation of his or her visa, depending on the outcome of any appeals process

**Trainers must also:**

- maintain all student records including ensuring a copy of the student at risk letter is placed on the student file
- ensure relevant information is given to the Registrar/Course Administrator to enter into the computer.
- inform the student of Lifetime complaints and appeals process – set out in student handbook

**6. The Trainer or the Registrar/Course Coordinator after providing counselling and other intervention strategies will:**

- inform the student of Lifetime's intention to report to the secretary of DET through PRISMS after the appeals process (if actioned) is finalised and upholds Lifetime's decision to report.
- advise the student that he/ she has 20 days in which to launch an appeal. This does not mean that the complaints/appeals process must be finalised within 20 working days.
- hear an appeal if required
- advise the Registrar/Course Administrator to report to the secretary of DET, through PRISMS after the appeals process (if actioned) is finalised and upholds Lifetime's decision to report.
- ensure the Registrar/Course Administrator files evidence of an appeal in accordance with Standard 8, if a student appeals
- ensure the evidence is placed in the student's file.
- Where the student has chosen not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting Lifetime, Lifetime will notify the Secretary of DET through PRISMS of the student not achieving satisfactory course progress as soon as practicable

## 7. Appeals

A student may appeal on the following grounds:

- Lifetime's failure to record or Lifetime's failure to formulate a student's marks accurately,
- compassionate or compelling circumstances, or
- Lifetime has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

Where the student's appeal is successful, the outcomes may vary according to the findings of the appeals process.

If the appeal shows that there was an error in Lifetime's formulation of results, and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), Lifetime does not report the student, and there is no requirement for intervention.

If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through Lifetime's intervention strategy, and Lifetime does not report the student where:

- the student has chosen not to access the complaints and appeals processes within the 20 working day period,
- the student withdraws from the process, or
- the process is completed and results in a decision supporting ABC (i.e. the student's appeal was unsuccessful)

## 8. Notification to DET through PRISMS

**The Administration Office at Lifetime** must notify the Secretary of DET through PRISMS as soon as practicable of the student not achieving satisfactory course progress.

## 9. Possible visa cancellation

DOHA may cancel a student's visa when Lifetime reports the student for unsatisfactory course progress. DOHA does not assess whether a breach has occurred. However, DOHA will retain the ability to consider exceptional circumstances as to why the visa should not be cancelled and to refer the matter back to the education provider if Lifetime has not given the student access to an appropriate appeals process and/or considered compelling and compassionate circumstances, where relevant. However, these circumstances will be limited.

These identified students will undergo the intervention strategies, as mentioned in Step ii during the second consecutive compulsory study period in a course.

**Please Note:**

**The information in this Handbook may have changed since the last publication, and that it is important to contact the College on (07)33974186 to verify information.**