

HIGHGATE
INTERNATIONAL COLLEGE



Highgate International College Pty Ltd t/a Highgate International College
Provider Code: 45710 | CRICOS Code: 03927F

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Key Contact Details

Campus and Head Office

Level 4, 251 Adelaide Terrace, Perth, WA 6000

Australia

Phone: [+618 6383 6555](tel:+61863836555)

Website: www.hic.edu.au

Student Support Officer: sso@hic.edu.au

Administration Department: admin@hic.edu.au

Highgate International College 24 Hour Emergency Contact Number: 0424 628 262

Student Services Team – Available Time

Monday to Friday: 8:30am to 4:30 pm

Welcome to Highgate International College

Thank you for considering Highgate International College as your education and training destination in Perth, Australia. This Student Handbook provides important information about Highgate International College as well as our Student Support Services available to you. The Student Handbook also provides you with information about your rights as an international student and information such as Highgate International College key policies and procedures.

In the last decade, we have witnessed a rapid and progressive advancement in technology, telecommunication, and global trade, creating a major shift in market and consumer behaviour, business processes and business thinking. Moreover, changes in business and industry dynamics also require an equal transformation in education and training. It becomes pertinent that new graduates and skill workers are equipped with appropriate skill sets, competencies, and knowledge in their respective fields to be able to face new challenges of modern workplaces. With these concepts in mind, Highgate International College has developed courses that are industry-specific, competency based and relevant to students who are looking to start a new career in their chosen field.

In Australia, the Vocational Education and Training (VET) structure is guided by the Australian Qualifications Framework (AQF), offering Nationally Recognised Qualifications in a wide range of industry sectors. The institutions delivering these qualifications to international students operate under a quality assured regime of ESOS (Essential Services to Overseas Students) and VQF (VET Quality Framework). Students acquiring nationally recognised qualifications can obtain credits for all the successfully completed competencies between different educational institutes and courses, creating flexible education and career pathways.

Highgate International College is committed to providing a positive and resourceful learning environment to all its students to enhance their learning experience. Highgate International College is further committed to student welfare with students as the prime focus of the operations. At Highgate International College, students have access to all levels of management to express their concerns, views and suggestions. Highgate International College believes in continuously improving its services in both academic and administrative areas that add value to student experience.

Highgate International College would like to welcome you as a new student.

All the best wishes in your academic journey.

Chief Executive Officer
Titus George

About your Student Handbook

It's crucial that you thoroughly review and comprehend the contents of the Student Handbook before your course commences. Should you prefer a printed version, our Student Services Team can accommodate your request.

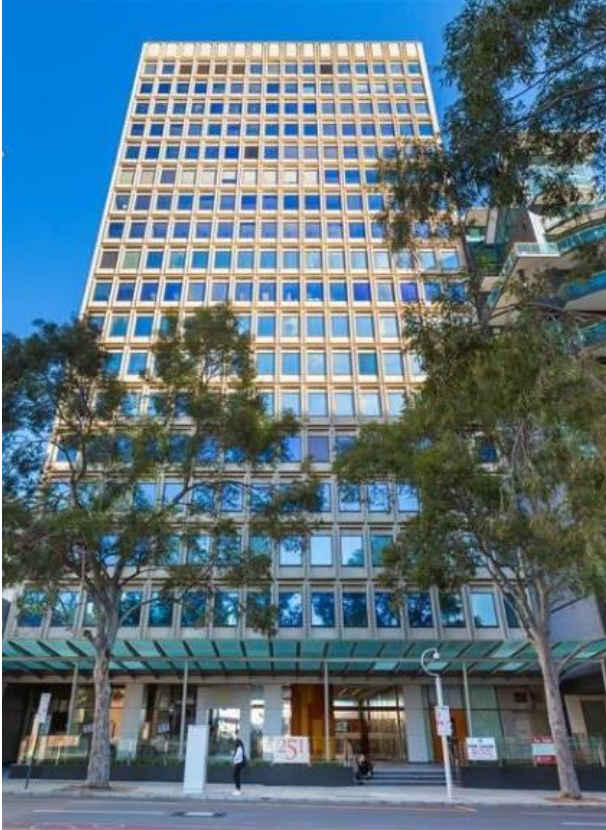
If any part of the Student Handbook is unclear to you or if you require clarification on specific sections, please reach out to our Student Support Officer either by phone at +61 8 6383 6555, via email at sso@hic.edu.au, or in person at our campus.

This edition of the Student Handbook is tailored for International Students of Highgate International College. As a Registered Training Organization (RTO) and a CRICOS Registered Provider, we adhere to the regulations of the Australian Skills Quality Authority (ASQA). Compliance with the VET Quality Framework and the ESOS legislative framework is mandatory for us. We bear responsibility for maintaining training and assessment quality in accordance with these standards and for issuing AQF (Australian Qualifications Framework) certification documentation. The Student Handbook also outlines your obligations under the National Vocational Education and Training Regulator Act 2011 and the Education Services for Overseas Students (ESOS) Act 2000.

For further information about the requirements, and to review a copy of the relevant frameworks, please access the links below:

- ESOS Legislative Framework:
<https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>
- The National Code of Practice for Providers of Education and Training to Overseas Students 2018:
<https://www.legislation.gov.au/Details/F2017L01182>
- The Standards for Registered Training Organisations (RTOs) 2015
<https://www.legislation.gov.au/Details/F2017C00663>
- Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS):
<http://cricos.education.gov.au>

About Highgate International College



Highgate International College (HIC) is a registered training organisation (RTO: 45710) and a provider of educational services to international students located in Western Perth Australia (WA). HIC offers Management, Hospitality, Information Technology, Automotive and Civil Construction programs to its students. Highgate International College aims to achieve a market distinction within the WA region as a quality education provider through its sector/industry engagement, innovative academic programs, positive learning environment, student focus and principle of excellence in all areas of its operations. Highgate International College's quality framework provides the required oversight in maintaining academic integrity and improving its programs.

Highgate International College has invested in quality systems and resources to establish a strong brand awareness and reputation in the face of the

changing industry landscape. It has developed its scope of registration with new qualifications in Hospitality and Management, Information Technology, Automotive and Civil Construction with plans for new courses in the coming years. In 2021 Highgate International College has established its new Perth City campus. The centrally located new campus provides modern and spacious lectures room and connectivity, latest equipment, computer lab, student recreational areas, modern facilities, and resources. Highgate International College also has its dedicated commercial kitchen in the CBD and its dedicated automotive workshop located at Malaga.

Highgate International College's mission of providing quality education and training to all its students and its commitment to continuous improvement places it distinctively in the education sector with forward-looking strategy, robust governance structure, academic oversight, and industry engagement. Highgate International College's values and quality processes are further enhanced by its focus on student outcomes and academic excellence. Highgate International College is managed by a team of highly qualified, passionate, and experienced executives, managers, trainers, and assessors, each possessing years of professional experience in their respective fields and a strong, distinguished academic profile.

Highgate International College will constantly be engaged in developing new and skill-oriented learning programs for its students and forming alliances with corporate partners, industry bodies and universities. Highgate International College shall further explore and secure articulation arrangements with prominent universities, private higher education providers, and vocational partners as part of its strategic initiatives. Focusing on its core expertise of developing and providing vocational education programs, Highgate International College envisions expansion of its operations in the overseas markets where it can leverage its marketing networks, brand image and industry associations in creating long-term business opportunities

Visit our website:

www.hic.edu.au

Campus Location:

Level 4, 251 Adelaide Terrace, Perth, WA 6000

Email: admin@hic.edu.au

Academic Profile



Core Principles

Highgate International College has as its primary purpose the provision of education and is committed to supporting student development, community and industry/sector engagement, free intellectual inquiry and nurturing a culture of collaborative learning throughout the organisation. The objectives for which Highgate International College is incorporated are to foster and direct the systematic study of its core academic programs by teaching/training in a manner and at a level comparable to the standards of Australian institutions and colleges by:

- Establishing itself as a distinctive and responsible education provider within the vocational education and training sector in Australia;
- Developing and offering industry-driven courses that prepare the graduates for a broader community and industry roles;
- Engaging in student-centered training and learning, that advances skills, knowledge, encourages free and open inquiry, and enhances the pursuit of academic excellence; and
- Underpinning these objectives through governance and oversight, policies, financial arrangements and planning, and quality assurance processes which are sufficient to ensure the academic integrity of Highgate International College's learning and training activities, and business endeavours.

Our Mission

Highgate is committed to providing quality training and educational courses and services to its diverse international and domestic clients in Western Australia through client focus, industry engagement, strategic alliances, and setting an example for academic excellence.

Our Vision

We envision ourselves as one of the most reputed and quality-driven institutes in Western Australia with campuses in strategic locations offering innovative programs and academic and professional pathway opportunities to a diverse clientele. We aim to achieve this vision within the next 3-5 years by;

- Creating regional identity of Highgate as one of the leading training providers in Western Australia
- Developing innovative and industry-relevant courses and academic pathways through strategic relationships
- Establishing new campuses in the key regional centres as an ongoing initiative
- Promoting Western Australia as education destination of choice and forging strategic partnerships with local universities and business corporations
- Achieving quality benchmarks and maintaining academic excellence as a competitive advantage
- Providing and promoting an environment conducive to effective training, learning and intellectual enquiry
- Embedding quality principles in all our operations
- Setting benchmarks for quality education and training; and maintaining compliance in all areas of operations

Our Programs

Proposed Courses for Scope of Registration: **Nationally Recognised Qualifications**

Code	Course Name
SIT40521	Certificate IV in Kitchen Management
SIT50422	Diploma of Hospitality Management
SIT60322	Advanced Diploma of Hospitality Management
BSB50120	Diploma of Business
BSB60120	Advanced Diploma of Business
ITC50220	Diploma of Information Technology (Cyber Security)
ICT60220	Advanced Diploma of Information Technology
AUR60320	Certificate III in Light Vehicle Mechanical Technology
AUR40216	Certificate IV in Automotive Mechanical Diagnosis
AUR50216	Diploma of Automotive Technology
RII60520	Advanced Diploma of Civil Construction Design
RII50520	Diploma of Civil Construction Design

Information for Students



Provider Information

Highgate International College Pty Ltd t/a Highgate International College (Highgate International College) is a registered RTO and CRICOS provider to provide training to domestic and international students under its registered training organisation provider Code 45710 and CRICOS provider code 03927F. They can be accessed at;

- National Register of VET:
<https://training.gov.au/Organisation/Details/45710>
- CRICOS Register:
<https://cricos.education.gov.au/Institution/InstitutionDetails.aspx?ProviderCode=03927F>

Highgate International College is the sole authority to issue AQF certification, and does not have any other partnerships, or third-party arrangements with any party, to deliver training and assessment on its behalf (either in Australia or overseas).

International students may be recruited through approved marketing Agents/Agencies, under Highgate International College's policy and quality provisions. Agents/Agencies have specific obligations to provide up-to-date, accurate, and unbiased information to all the prospective candidates, including course entry requirements, Highgate International College's policies and procedures, and fee information, and act in ethical and honest manner, and in the best interest of the students. Highgate International College constantly monitors Agent/Agency performance and collects data on quality of services to students.

Any enquiries or feedback regarding Highgate

International College's registration, agents, or courses can be forwarded to the CEO – ceo@hic.edu.au

As a Registered Training Organisation (45710), Highgate International College is committed to providing quality training and services to all its clients and students. Provider obligations and student rights (under ESOS Act for international Students) are protected under the relevant standards and legislations;

- Standards for RTOs;
<https://www.asqa.gov.au/standards>
- ESOS Framework:
<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

More information on ESOS Framework and student rights is provided in this guide.

Student Code of Conduct

1. Purpose

Highgate International College is committed to providing a safe, supportive, collaborative, and positive learning environment to all the students. This Code sets out Highgate International College expectations of students with respect to their academic and personal conduct and outlines Highgate International College's responsibilities to students.

2. Scope

This code applies to all the students at Highgate International College enrolled with Highgate International College, or students representing Highgate International College in any event or activity in Australia or overseas. This code does not replace, but supports, legislation, relevant professional bodies' codes of conduct or awards and policies.

3. Definitions

College Members: Means all employees of Highgate International College regardless of the type/tenure of employment, contractors, visitors, guest speakers and persons on honorary appointment.

The Code: The Student Code of Conduct

4. Legislative Context

- ESOS Act 2000
- National Vocational Education and Training Regulator Act 2011
- Anti-Discrimination Act 1977
- Copyright Act 1968
- Equal Opportunity for Women in the Workplace Act 1999
- Freedom of Information Act 1989
- Occupational Health and Safety Act 1983
- Privacy and Personal Information Protection Act 1998
- Privacy Amendment (Enhancing Privacy Protection) Act 2012
- Protected Disclosures Act 1994
- Workplace Relations Act 1996

5. The Code

5.1 Compliance with all Highgate International College policies, procedures and quality initiatives

All students are required to observe and comply with all college policies, procedures, guidelines, directive, and quality initiatives at all times during their enrolment at Highgate International College.

5.1 Student Obligations

Highgate International College expects its student to;

- Always inform themselves of Highgate International College's rules and policies affecting them and comply with this Code of Conduct.
- Treat all college staff, other students, and visitors to Highgate International College with courtesy, tolerance, and respect.
- Ensure their contact details are up to date and that they regularly read all the communications and emails sent to their provided email and physical addresses.
- Identify themselves when required to do so by a college staff member and produce their student card on request to a college staff member fulfilling the requirements of their duties.
- Treat other students and staff with respect so as not to compromise their health, safety, privacy, and welfare.
- Abstain from bullying, harassing, and any other unlawful activity or Unacceptable Student Behavior whilst on campus or when representing Highgate International College

in an activity or an event, including the online environment.

- Not engage in behavior that is perceived to be threatening or intimidating or causes any person to fear for their personal safety or well-being.
- Respect the rights of others to be treated equitably, free from all forms of unlawful discrimination and harassment, including sexual harassment.
- Adhere to course requirements and classroom norms established in class.
- Make timely payment of any fee, charge or penalty imposed by Highgate International College.
- Ensure their actions or inactions as a student do not harm, or bring into disrepute, Highgate International College's reputation or good standing.
- Abide by the conditions of the Student Agreement.

5.2 Unacceptable Student Behaviour:

Unacceptable behavior may include but is not limited to;

- Endangering the safety of self or others
- Inappropriate physical contact and/or physical violence
- Bullying and intimidation of any other person
- Being affected by drugs and/or alcohol
- Consistently disrupting the work of learning in the classroom
- Inappropriate isolation of a group member from group activities
- Putting at risk the good reputation of any other person
- Making racist, sexist or inappropriate comments to any other person
- Demeaning another in any way
- Constantly and inappropriately seeking attention
- Behaving in a disruptive manner such as swearing, yelling, using offensive language
- Inappropriate invasion of another's personal space
- Stealing
- Disobeying any reasonable direction by a staff member
- Viewing or distributing offensive material via the internet, e-mail or any other means
- Use of mobile phones in the classroom environment.

If your behavior is disruptive or unacceptable,

disciplinary action may be taken against you. A trainer/assessor can ask you to leave the classroom or refuse entry to a classroom if your behavior is disruptive or dangerous. If your behavior threatens the safety of others, interferes with the duties of staff or other students' study or damages or threatens college property, you may be suspended.

5.3 Integrity in Academic Work

Students are expected to;

- Not engage in plagiarism or other academic misconduct (Ref: *Plagiarism and Academic Misconduct Policy*)
- Actively participate in the learning process.
- Attend scheduled course training activities and submit assessment tasks on time, unless unforeseen or exceptional circumstances arise.
- Behave ethically, avoiding any action or behavior that would unfairly disadvantage or advantage either themselves or another student.
- Comply with the assessment conditions, trainer/assessor instructions, and ensure the proper use of copyright material.
- Not behave in a way that disrupts or interferes with any training or academic activity of Highgate International College.

5.4 College Resources

Students have a general responsibility to safeguard, properly use and care for college resources. Fraud or theft by a Student may result in dismissal or a legal action.

Students are expected to:

- Use and care for all college resources, such as buildings, equipment, information and communication technology resources, in a lawful and ethical manner, mindful of the need for resources to be shared by all college members.
- Not engage in behavior that is detrimental to college property, including Highgate International College library sources, and course materials.
- Not misuse computing or communications facilities in a manner which is unlawful, or which will be detrimental to the rights and properties of others.

Students must use college resources only for purposes related to their studies. College facilities and resources are necessarily provided in an accessible manner on trust to staff and students. College information systems, including software and computer equipment, may be used only by staff or students.

6. College Responsibilities

The college has responsibilities to ensure that students:

- Study in an academic environment which fosters student participation in active and collaborative learning activities that contribute towards development to knowledge, skills and graduate attributes.
- Are considered for selection into courses or programs on the basis of criteria that are valid, explicit, fair and reliable.
- Enrol in courses and programs of study that are of high standard, satisfy relevant professional requirements, are up-to-date and based on training packages and industry expectations.
- Have access to appropriately qualified academic staff and academic and learning support services.
- Have access to materials, equipment and other resources to enable completion of academic courses.
- Receive timely, complete, clear and accurate information in relation to the content, conditions, cost and assessment tasks of courses.
- Receive timely and appropriate feedback on assessment tasks.
- Receive timely and appropriate information in relation to administrative procedures that apply to them.
- Have an opportunity to provide feedback on the training, learning and assessment environment.
- Study and work in a safe, harmonious, tolerant and productive academic environment.
- Are treated with courtesy, tolerance and respect as valued members of Highgate International College community.
- Are treated fairly, impartially and consistently in all aspects of college policy, procedures and practice.
- Are treated equitably, free from all forms of unlawful discrimination and harassment, including sexual harassment.

7. Breach of the Code

A student may be suspended or have their enrolment terminated from a course for behavior that contravenes this Code of Conduct.

Students have a responsibility to;

- Observe Highgate International College and classroom norms and this Code of Conduct
- Be courteous to staff and other students
- Behave in a manner which does not interfere with the learning of others
- Conduct themselves in a responsible manner while at Highgate International College or any other college activity, excursion, or function
- Abide by the policies and rules of Highgate International College
- Abide by the conditions of the Student Agreement

ESOS Framework and Your Rights

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas Students (ESOS) Act 2000 and the National Code (2018).

Protection for overseas students

As an overseas student on a student visa, you must study with an education provider and in a course, that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at: <http://cricos.det.gov.au/>

CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course

including its location and match the information on CRICOS.

Your rights

The ESOS framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees modes of study and other information from your provider and your provider's agent. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- Your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.
- Your right to know:
 - How to use your provider's student support services;
 - Who the contact officer or officers are for overseas students;
 - If you can apply for course credit;
 - When your enrolment can be deferred, suspended or cancelled;
 - What your provider's requirements are for satisfactory progress in the courses you study;
 - If attendance will be monitored for those courses;
 - What will happen if you want to change providers; and
 - How to use your provider's complaints and appeals process.

Your responsibilities

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

- Satisfy your student visa conditions;
- Maintain your Overseas Student Health Cover (OSHC) for the period of your stay;
- Meet the terms of the written agreement with your provider;

- Inform your provider if you change your address;
- Maintain satisfactory course progress;
- If attendance is recorded for your course,
- Follow your provider's attendance policy; and

The ESOS Framework can be found at;

<https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

The ESOS Act 2000 is an Australian Government Act that controls the delivery of international education in Australia that was introduced to provide a legislative framework to ensure the quality of programs and services provided to international students and to ensure that the rights of international students are protected.

The National Code 2018 of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (The National Code) is part of the ESOS legislative framework and it provides nationally consistent standards for the conduct of registered providers of international education and the registration of their courses.

The National Code can be downloaded here;

<https://www.legislation.gov.au/F2017L01182/latest/text>

The ESOS Act only applies to international students studying in Australia on a student visa. It is not applicable to students who are studying in an offshore location who are not studying under a student visa as issued by the DHA.

The Department of Education and Training has released a new fact sheet for international students containing important information about their rights and responsibilities while studying in Australia.

<https://www.education.gov.au/international-education>

Pre-Enrolment Information



How do intending students apply for admission in Highgate International College?

Students need to first complete and lodge college's relevant Application Form; i.e. International Student Application Form.

Prospective students may apply directly or through an Education Agent for an admission in their desired course(s). The courses can also be packaged to offer an academic pathway for students looking for a specific educational outcome.

PLEASE NOTE: You must be 18 years of age or above at the time of application to get an admission into a Highgate International College course.

How does Highgate International College formalise the enrolment?

Once an application is received with the relevant documents, Highgate International College determines if the applicant meets the entry requirements in the intended courses.

Once all the enrolment conditions have been met, Highgate International College extends an offer letter to applicant along with a copy of Student Agreement. This agreement aims to ensure the obligations and rights of both the registered provider and student are clearly set out, including the course money payable and services to be provided (The National Code: Standard 3).

The college's enrolment process is guided by the *Student Admission and Enrolment Policy and Procedure*. This policy outlines the procedure for approving admission applications and enrolling students in the relevant courses or units of competency.

As part of the enrolment process, students need to undertake a pre-enrolment needs analysis (candidate self-assessment form, provided along with the application form) to help Highgate International College determine suitability of the course(s), as well as identify any special needs. At the time of application, candidates also have an opportunity to apply for recognition of prior learning (RPL), and/or credit transfer. Accordingly, Highgate International College determines the duration of the course (volume of learning) based on the pre-enrolment analysis of existing skills, knowledge, and prior experience, and makes an offer for a place.

There is no fee for Credit Transfer applications.

Once the offer has been accepted and the enrolment conditions have been met, Highgate International College issues an eCoE to the students (in case of international students) which can be used for applying for a student visa.

How the LLN skills development is supported by the RTO for learners with non-English background?

For all learners, LLN are key underpinning skills that will support their vocational learning, the development of their employability skills and their workplace communication skills whatever level of course or training they are doing (The Crux of the Matter, DE, 2011). Accordingly, Highgate International College will embed LLN principles within its delivery and learning and assessment tasks.

Highgate International College uses Australian Core Skills Framework (ACSF) as a reference to assess current LLN skill levels. The ACSF provides:

- A consistent national approach to the identification of the core skills requirements in diverse personal, community, work, and training contexts.
- A common reference point for describing and discussing performance in the five core skill areas.

Further information on ACSF and assessment resources can be viewed at;

<https://www.dewr.gov.au/skills-information-training-providers/australian-core-skills-framework>

<http://www.innovation.gov.au/Skills/LiteracyAndNumeracy/AustralianCoreSkillsFramework/Pages/default.aspx>

Pre-training LLN assessments will be conducted during student orientation program to identify specific LLN needs of the students. These needs will be addressed through classroom learning and assessment activities over the duration of the program.

LLN tests will also be made available online as soon as the enrolment has been confirmed.

HIC admission and enrolment policy can be found at <https://hic.edu.au/policies-procedure/>

What other information is provided to prospective students as part of the enrolment process.

All intending students are provided with an information pack that includes a copy of college's *Student Fees Policy, Fee Refund Policy and Procedure, Student Code of Conduct*, and a Pre-Enrolment Information Guide. The Student Handbook is available on college's website and provides essential information to students to plan and organise their trip.

College's website also contains further pre-departure information and link to various resources for student's information.

What is the Tuition Fee?

Tuition fees are fees we receive, directly or indirectly, from an overseas student or intending overseas student, or another person who pays the fees on behalf of an overseas student or intending overseas student that are directly related to the provision of a course that Highgate International College is providing, or offering to provide, to the student.

Tuition fees are clearly shown against each course of study in Highgate International College's Letter

of Offer as well as Student Agreement.

What other types of fees may be charged along with the tuition fees?

Other types of fees may include;

- Application Fee
- Materials fee
- Reassessment Fee
- Late Payment Fee

The college includes all the applicable fees for a student in the Student Agreement. Any fee type that is not included in the Student Agreement is not charged. Refer to college's Fee Schedule for complete fee information.

Are the fees refundable?

The only refundable fees are the tuition fees. Fee refunds will be based on unexpended (unused) tuition fees.

What is TPS?

From 1 July 2012, the TPS has replaced the Tuition Assurance Scheme (TAS) arrangements and the ESOS Assurance Fund.

The Tuition Protection Service or TPS is now a placement and refund service for international students. All providers (both public and private) will contribute annually to the TPS. More information on TPS can be found at:

<https://tps.gov.au/Home/>

much fee does a student have to pay prior to commencement?

As per the recent changes to the Education Services for Overseas Students Act 2000, effective 1 July 2012, only up to 50% of total tuition fees may be collected prior to student commencement (unless the course is 24 weeks or less: See Study Period below).

If a student enrolls in packaged courses (e.g. Cert IV + Diploma + Advanced Diploma), only up to 50% of the tuition fee of the first course may be collected prior to student commencement.

How are rest of the fees collected after commencement?

After the student commences, Highgate International College cannot require a student to pay any further fees until two (2) weeks before the start of the second study period (term). However, if a student voluntarily pays tuition fees after commencement but earlier than two weeks before the start of the second study period, Highgate International College is not required to return the fees and would not be considered in breach of this requirement.

Highgate International College invoices students on a term basis; i.e. due date for fee for each term will be two weeks before the start of the term

What if Highgate International College's agents collect any fees on behalf of Highgate International College?

Under the obligations placed under Standard 4 of the National Code 2018, agents who collect prepaid tuition fees from international students do so on Highgate International College's behalf and in that case, from a legal aspect, the acts of an agent are the acts of Highgate International College. Highgate International College's agreement with agents must specify the responsibilities of the education agent and the registered provider and the need to comply with the requirements of The National Code 2018.

What if the students have any difficulty in paying their fees?

Highgate International College recognises that

some students may face financial difficulties due to unforeseen circumstances in their personal or family situation.

Highgate International College has a fee arrangement system in place by which students can choose to pay the fees in instalment, or at a later date as mutually agreed. The students must apply for fee extension or fee instalments using appropriate forms.

How does Highgate International College ensure access and equity in its programs?

Access refers to the ability to enter training regardless of racial, religious, cultural or language backgrounds or physical attributes

Equity is about ensuring that all people have the supports that they need to access, participate and achieve to the same level

The college has an *Access and Equity Policy* in place that ensures that people with differing needs and abilities have the same opportunities to successfully gain skills, knowledge and experience through education and training irrespective of their age, disability, colour, race, gender, religion, sexuality, family responsibilities, or location. The college staff, trainers and assessors adhere to the principles and practices of access and equity in the provision of education and training services.

HIC fee policy and access and equity policy can be found at <https://hic.edu.au/policies-procedure/>

On Arrival: Commencing Your Studies



Student Orientation

Student Orientation is a welcome and orientation program for new students commencing their studies at Highgate International College. The program consists of presentation, campus tour, enrolment and information that helps new students settle into the new study environment.

All incoming students are expected to attend a student orientation session on arrival. College's Student Orientation session is aimed at supporting students to adjust to study at Highgate International College and to life in Australia in general. The college invites guest speaker from various government agencies (e.g. DHA) and industry for benefit of the students

The orientation session provides all new students with information about the training, assessment and support services, their responsibilities as student, key policies that impact upon their course progress and completion, and their rights and obligations at Highgate International College.

Following the orientation session, students are provided with their Student ID and details of their college network accounts. The students are provided with their timetables and any further assistance they may need through college's student support system.

Students who miss the scheduled orientation session will be re-scheduled to attend orientation prior to course commencement.

What support services are provided to students, especially international students who just begin their studies?

The college is committed to providing a positive and a culturally vibrant learning experience to all its students; and ensuring student safety, welfare, and general well-being through a client-focused approach and continuous engagement. Students are free to contact anyone from Highgate International College administration and management, if they need more information or discuss any specific issues.

Student Support Officer

Highgate International College understands that being in a new country, new environment and engaging in your studies can be quite challenging. We are ready to help you through the process of your adjustment to the life in Australia and in fact through any of the issues you may face while studying at Highgate International College.

The college has designated a full-time, on-site student support officer to provide student welfare related services including (but not limited to) accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management.

Students will need to make an appointment to meet the Student Support Officer. Urgent matters will be attended to promptly on advice of the front desk (initiated by the student) or college staff members.

Email: sso@hic.edu.au

Student Card

Every student will receive a Highgate International College student card on commencement. Student card must be carried at all times when on campus and produced to verify identification when asked by college staff members.

Health & Safety on Campus

The College will take every practicable step to provide and maintain a safe and healthy work environment for all employees and students. To this end Highgate International College abides by the responsibilities specified by the OH&S Act 2004 and subsequent state and federal amendments. If the Students observe a safety hazard, they can report this to Campus/RTO Manager who would address it and take necessary steps to eliminate or reduce potential risk.

Timetables

Highgate International College schedules on-campus classes for minimum 20 hours per week.

The new timetable for the new term will be updated one week prior to the Term commencement and will also be available on the Highgate International College website.

Current Address Details

Students on an International Student Visa no longer need to keep DHA informed of their home address in Australia, as DHA will check these details with your education provider if required.

Therefore, you **MUST** maintain a current residential address on your student file **AT ALL TIMES**. If you have changed your address, please obtain a 'Change of Details Form' from the Reception and fill it in and hand it back to them. *Student Orientation Policy and Procedure* outlines the organisational and operational program structures for orientation.

HIC orientation policy can be found at <https://hic.edu.au/policies-procedure/>

Academic Life & Necessities

Teaching & Learning in Australia

One thing you may find is that the Education system is different in Australia to one in your home country. So are the teaching and learning methods. It is important for you to understand the difference which would help you adjust to the student life in Australia. Highgate International College is a Vocational Education and Training provider and the system in this sector is different to Higher Education (University) sector and the secondary education sector.

You are expected to display adult learning capabilities that involve much of independent learning. You will be provided with the help and guidance by trainers however it is expected that you would manage your time and workload independently.

Active learning and cooperation among students are expected from you as adult learners. Active learning is defined as activities like the following:

- Finding and reading a reference referred to in a text or found when browsing the stacks
 - Making an outline from class notes or readings
 - Taking a test to measure your abilities, interests, or attitudes
 - Working on a paper which integrates ideas from several sources
 - Making presentations and doing tasks or activities

Keys to Academic Success

- Consistent Attendance
- Completion of work on time
- Good time management
- Examine personal study habits
- Use study groups
- Participate in class discussions and activities

- Seek help from Trainers outside class
- Learn critical thinking
- Use campus resources and study materials effectively
- Improve writing skills (pre-write an outline, do a draft, re-read and prepare final submission)

Study Skills

- Become a flexible reader (study reading, skimming and scanning)
- Improving concentration
- Time management (weekly schedule, term calendar)
- Having a good, prepared place to study
- Develop a strategy for reading textbooks (S.Q.R.W: S- Surveying, Q – Questioning, R-Reading, W – Writing)
- Setting Goals (S.M.A.R.T: S- Specific, M – Measurable, A – Achievable, R –Realistic, T – Timely)
- Motivation to study (reward yourself at given times, evaluate yourself, reflect on what you have learned, remind yourself your goals)

Mode of Study

All international students must be enrolled in face-to-face study/training mode.

Under Standard 8 of The National Code, Highgate International College has the flexibility to deliver some units online. Overall, when used, no more than one-third of the total course can be delivered online. When used, Highgate International College shall schedule the online unit as one of the units within any academic term, ensuring that in each academic term, there is at least one unit that is fully face-to-face and classroom-based in addition to the online unit. Only units suitable for online delivery will be selected. Where the requirements of the unit of competency and the training package prevail, Highgate International College may not be able to deliver certain units online. Accordingly, some academic terms may not have online unit provision.

There will be no additional cost for online learning or resources. Assistance and support will be provided to students who have any difficulty accessing or using online portal or resources.

Currently, there are no online courses, or any part of courses offered for online or distance delivery. All students must enroll in a face-to-face mode.

Attendance

How can I maintain my course progress and attendance?

You just attend the scheduled classes – minimum 20 hours per week on campus.

Attendance is closely linked to Course Progress. The college has adopted and implemented a course progress policy and procedures for all the students enrolled in CRICOS registered courses. The DHA (Dept of Home Affairs) does not require HIC to report on unsatisfactory attendance for VET courses. However, as a part of HIC academic support and monitoring, HIC internal policy is to monitor attendance for all students. **It is expected that students maintain minimum 80% attendance.**

Student attendance in classroom learning and assessment session is strongly linked to academic performance. Further, in a competency-based environment, students need to demonstrate certain skills as part of their course which is best achieved during in-class assessment sessions.

Missing classes and remaining absent without college's approval may impact on your course progress and course duration, as well as your enrolment with Highgate International College.

Does Highgate International College keep attendance records?

Yes, attendance records must be kept as evidence of student participation and attendance during in-class assessment sessions. Students are expected to advise Highgate International College if they are unable to attend the class scheduled and apply for leave as per Highgate International College's relevant policies and procedures.

What to do if a student does not turn up for classes?

If a student misses two consecutive classes without an approved leave of absence from

Highgate International College, students will be considered at risk of not meeting academic progress/performance. If students have any other concerns, issues or welfare related matters that are impacting their studies, they must contact student services and discuss their situation.

HIC attendance policy can be found at <https://hic.edu.au/policies-procedure/>

Course Progress

What is Course Progress?

Course Progress is the measure of advancement within a course towards the completion of that course irrespective of whether course completion is identified through academic merit or skill-based competencies (The National Code 2018).

How does Highgate International College monitor student course progress?

HIC has adopted The Department Education's Course progress policy that ensures that students studying at Highgate International College maintain satisfactory course progress throughout the duration of their studies. This policy and procedure also provide the ESOS framework for dealing with unsatisfactory progress and taking remedial actions.

HIC conducts a proactive approach to monitoring students' course progress by notifying and providing counselling to students who are at risk of not achieving satisfactory course progress.

Students who persist in failing to meet course progress requirements, despite attempts by Highgate International College to notify and counsel them through the intervention strategy, shall be reported to The Department of Home Affairs in accordance with the ESOS Act 2000.

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

Students with "At Risk" status may not be allowed to undertake new units of competency until the course progress matter is resolved or addressed

through appropriate procedures.

What intervention strategies are in place to support the student course progress issues?

In the first instance, a student will be informed of the course progress by a trainer/assessor in the classroom through assessment feedback during each academic term (or a study period).

Depending on the assessment outcomes, trainer/assessors may allow the student to resubmit the work or suggest a reassessment or a re-sit as per college's *Reassessment Policy*.

A range of intervention strategies are developed for different stages of intervention (See *Course Progress Policy and Procedure*). These strategies include, but are not limited to;

- The trainer/assessor providing information and support
- Allowing the student to resubmit assessment tasks or to undertake extra classes
- Undertaking reassessment in each of the failed units
- Undertaking a period of study during the scheduled term break(S)
- Repeating failed units during the next study period by
 - Attending additional classes
 - Undertaking a self-paced/online program
- Being required to undertake additional English language classes prior to reassessment
- Producing evidence of competence gained in the workplace
- Being referred to Student Support Officer if the progress is thought to be affected by personal issues and situation of the student
- Academic support in the areas such as developing research and paper/essay writing skills and general strategies for completing various types of assessments
- Change of the course
- Extending the course duration/CoE

How are these strategies implemented?

Students at risk of maintaining satisfactory course progress will be notified in writing and asked to attend a course intervention strategy meeting with the designated officer. During the course intervention meeting, reasons for unsatisfactory performance will be identified and a remedial action/measure will be discussed and agreed with the student.

Interview details will be kept on the student file and strategies agreed with the student implemented within the agreed time frame.

If any variations to the enrolment are noted, the student's PRISM record will be updated.

What happens if students continue to show unsatisfactory performance even after intervention strategies have been implemented?

If the Student is unable to demonstrate competency more than 50% of the total units two consecutive terms and has not fulfilled the necessary actions which were agreed upon during the interview, Highgate International College will notify the student in writing of its intention to report the student to The Department of Education and DHA for unsatisfactory course progress.

A Letter of Intention to Report for Unsatisfactory Course Progress (or a Letter of Intention to Cancel Enrolment) will be sent by email. This written notice will inform the student that he or she is able to access Highgate International College's complaints and appeals process as per The National Code Standard 10 and that the student has 20 working days in which to do so.

If the Student chooses not to access the complaints and appeals processes within the 20-working days, withdraws from the process, or the process is completed and results in a decision supporting Highgate International College, Highgate International College will notify The Department of Home Affairs through PRISMS of the Student not achieving satisfactory course progress as soon as practicable.

Copies of all outcomes and notifications related the appeal process are kept on the Student's file in accordance with Highgate International College's

complaints and appeals policy and procedure.

HIC course progress policy can be found at <https://hic.edu.au/policies-procedure/>

Assessments & Reports

The Students are provided with a Learner Guide for each unit of competence. The Learner Guide specifies the Assessment, submission guidelines, timeline, and Assessment criteria for each individual assessment.

Highgate International College Assessment and Reassessment Policies specify the following requirements which students must be aware of. These are available on the Highgate International College website. We have included them in this Handbook for your easy reference.

- Students must not copy 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
- Students must not use another person's concepts, results or conclusions and pass them off as their own
- In cases where the assessment task is intended to be individual work, and not group work, Students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student's assessment.
- Students must not ask another person to produce an assessable item for them

Highgate International College will ensure that all assessments are;

- Valid, fair, flexible, reliable, feasible and incorporate clearly defined assessment criteria and evidence requirements
- Designed to measure students' achievements against explicit learning objectives, to promote learning, and improve student performance
- Based on a range of assessment practices or modes designed to accommodate the diversity of learners and allows them to demonstrate their achievement as learners
- Promote integrity in assessment to ensure, as far as possible, that students receive

proper credit for assessable work which is their own

- Incorporate feedback that supports student learning and is prompt, informative and where appropriate provided throughout, not just at the end of, the learning process
- Be moderated or validated to ensure appropriateness to the unit/module and level of difficulty

Plagiarism

Plagiarism happens when you copy or reproduce someone else's work or ideas without acknowledging its original source. This includes, but is not limited to, obtaining information from books, the Internet and fellow students. In some cultures, using information from other sources is considered to be acceptable. In Australia, if the other source is not cited it is looked on in a bad way.

Highgate International College treats plagiarism as cheating. Cheating and plagiarism are serious offences and will be treated seriously. The college imposes severe penalties on students who cheat and plagiaris

To avoid plagiarizing, it is very important to acknowledge all sources in all assignments submitted for marking. Acknowledgement may be in the form of footnotes, endnotes or any other textual references. A reference list must be included at the end of an assignment if any acknowledgements have been made within the assignment, including sources that have been referred to but not cited within the assignment.

The words of another writer must be placed in quotation marks/inverted commas. These words must be followed by the author's name, the source (book, web site etc) and page number of the source. The author's complete details should also be included in the reference list at the end of the assignment.

Please refer to specific links and resources provided in the classrooms for information about citing sources. You may also request your trainer or assessor for more information.

It is also a serious act to help another student to plagiarise written work. This includes lending another student work that you have completed so that it can be copied and submitted as the other student's own work. Highgate International College treats these instances as seriously as plagiarism and will impose severe penalties on students found to be assisting other students to cheat and plagiarise.

Penalties for plagiarism are severe. A student who is identified as cheating or plagiarising will receive 0% (Not Competent), pending resubmission of that assessment. They will have to resubmit that assessment, and the Course Coordinator may alter the assessment to protect its integrity (for example, they may make it an exam).

Resubmission is only possible where the reassessment will be completed before the relevant unit ends. You may appeal if you feel you've been accused incorrectly.

Plagiarism can put you in breach of your visa conditions and may be subject to a DHA investigation. The college may exercise the option of reporting the plagiarism to DHA for review of the student's visa.

HIC assessment policy can be found at <https://hic.edu.au/policies-procedure/>

Conditions of Assessment

- On commencement, the students should review and understand all the course related information including course structure, prerequisites, and competency requirements for each unit of competency.
- All assessment works for a unit of competency must be completed within the prescribed duration. Due dates for the assessments will be set by respective assessors on commencement of the unit and must be adhered to by all the students.
- The students have the responsibility to maintain the required attendance and participate in all the in-class activities and assessment/project tasks to be able to develop the required skills and knowledge.
- The students must keep record of their activities, assessments and research and

take an active interest in exploring new concepts and ideas

- There are only two assessment outcomes, "C" (Competent) and "NC" (Not Competent)
- To successfully complete this unit of competency, the student must complete and obtain a "C" results in ALL the assessment tasks and activities of this unit
- Each assessment can only be attempted a maximum number of times. If marked "NC" in any unit of competency after all the allowed reassessment attempts have been exhausted, the student will need to re-enrol in the unit according to college's Re-assessment Policy
- Student's completing partial course will be awarded a "Statement of Attainment" showing respective competencies achieved
- Other assessment conditions such as assessment due dates and conditions for group assessments may be separately set by the assessor under advice to the course coordinator
- To maintain fairness in assessment, all the students will be provided with similar and equitable assessment conditions (place, time, opportunity and supervision) as applicable
- In-class assessment tasks must be completed during designated sessions in presence of an assessor.

Special Needs and Reasonable Adjustment

This assessment strategy is applied in a flexible manner so as to ensure the resulting assessment is fair as well as valid and reliable. In particular, this requires the making of reasonable adjustments where special needs exist in regard to assessment. Examples of reasonable adjustment in assessment include:

- Substitution of an oral assessment task for a written one
- Provision of extra time
- Use of an interpreter
- Use of adaptive technology
- The existence or absence of special needs must be established, and an appropriate record kept of the efforts made to establish special need and the outcomes of those efforts.

Where special needs regarding assessment exist, then reasonable adjustments should be made in accordance with relevant policies and procedures of Highgate International College. Consequently, an appropriate method should be chosen to implement the same. The assessment should then be modified further, if appropriate and in line with the policy, to accommodate the identified special need.

Reasonable adjustments should not decrease the rigor of the assessment but should accommodate the special need as much as is practical.

What types of assessments does a unit contain?

Depending on the course, a unit may contain written and practical tasks, case study, projects, presentations, tests, and exams. Some in-class activities may also contribute towards assessment in form of a portfolio.

Do I need to complete all the assessments to pass a unit?

Yes. To pass a unit, you need to complete all the given assessments and obtain a Competent "C" grade in each of the assessment tasks.

When are the assessments conducted?

The assessments are conducted at designated sessions during the academic term. Some assessments need to be completed in the class during in-class assessment sessions.

How will I know about assessment schedule and sessions?

Your trainer will provide you with an assessment schedule, conditions, and requirements at the beginning of the term.

Do I need to attend in-class assessment sessions?

You MUST attend all the designated assessment sessions in order to meet the assessment requirements.

What happens if I do not attend in-class

assessment sessions and do not submit my assessments?

You will be deemed Competency Not Achieved (CNA) in a unit if you fail to complete or submit any of the assessment tasks.

What happens after I get an "CNA" (Competency Not Achieved) in a unit?

You will be subjected to the college's Reassessment Policy. The following conditions apply;

1. If you have attended all the designated assessment sessions but have either failed to submit a task or have been deemed "CNA" in a task;

You will be given TWO (2) more opportunities to correct and/or submit your work before the end of the term

2. If you have NOT attended any designated assessment sessions;

You will be provided an opportunity to attend supplementary assessment sessions organised before end of the term.

You will then have ONE (1) more opportunity to correct and/or submit your work before the end of the term at no extra cost if you are deemed "CNA" in any of the assessment tasks.

You may also be subjected to college's Course Progress policy if you do not pass in 50% or more units in an academic term.

3. If you have NOT attended any designated assessment sessions and the academic term has ended;

You will be deemed Competency Not Achieved (CNA) and will need to re-sit/repeat the unit in the subsequent term

What is the impact of repeating a unit or more on my course and course duration?

- Generally, an extra load of a unit can be maintained along with the usual term load

without affecting the course end date. However, if you continuously fail to complete the units and are deemed at risk



of not meeting course progress, you will need to attend a course progress interview to discuss your options.

- If all reassessment options have been exhausted and you have been deemed Competency Not Achieved (CNA) in one or more units, you will be asked to repeat (re-sit) the unit in the following term; which means that you will have an extra load in addition to your usual term load.
- There may be a cost/fee of repeating a unit assessment (as per Highgate International College's Fee Schedule), which needs to be paid along with your usual term tuition fee.
- You will be required to attend an interview with the Director of Studies/Academic Manager to discuss your case and academic remedies.

PLEASE NOTE: *Due to Course Progress Intervention, if you need to repeat a number of units, this may result in extending your COE, in which case you will need to pay the full tuition fee for the extended periods.*

If you think that you have not completed or are not able to complete any units during an academic term, you should make an appointment with the Academic Manager to discuss your situation and options.

How can I ensure that I keep receiving all the important information and notifications from Highgate International College?

You have the responsibility to maintain your latest

contact details with Highgate International College. If you think that you have not been receiving correspondences from Highgate International College, please contact Highgate International College reception and update your details.

Our advice for students is to attend your classes to best understand the requirements, submit your assessments on time to avoid late fees and possible visa issues and to ask us for help if you need it.

International Student Transfer

Does Highgate International College have a policy in place to deal with international student transfers to and from other providers?

The ESOS Act 2000 and National Code 2018 impose obligations on registered providers of education services to overseas students studying in Australia on a student visa (international students). Under Standard 7 of the National Code 2018, registered providers are restricted from enrolling a student on to a course of study, where that student is transferring from another provider and has not yet studied six months of their principal course of study.

The college has a comprehensive *International Student Transfer Policy and Procedure* in place to ensure that all transfers are compliant with the standard.

What is a Principal Course of Study?

Principal Course of Study is defined in the National Code 2018 as the "main course of study" that is or is due to be undertaken by an international student. This is generally the final program or highest qualification in a package of courses.

Under what circumstances can the students be transferred from or to Highgate International College without meeting the six-month of principal course requirement?

Six months of principal course of study is exempted where:

- The college (or the original registered provider) has ceased to be registered or the course in which the student is enrolled has ceased to be registered, or
- The college (or the original registered provider) has provided a written letter of release, or
- The college (or the original registered provider) has had a sanction imposed on its registration by the Australian government or state or territory government that prevents the student from continuing his or her principal course, or
- Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change

Under what circumstance will Highgate International College provide a student with a letter of release to transfer to another provider?

The college will grant a letter of release only where;

- The student has provided a letter from another registered provider confirming that a valid enrolment offer has been made;
- There are no outstanding fees, complaint, appeal or any other disciplinary issues outstanding against the student
- The transfer is deemed to be the best interest of the student

Do the students have to pay for a letter of release?

No. When granted, a letter to release is provided Free of Charge along with all due student results and/or testamurs and Statement of Attainments.

What happens if Highgate International College declines the request for a release?

Where college does not grant a letter of release, the student will be provided with written reasons for refusing the request and informed of his or her right to appeal the decision in accordance with

college's *Complaints and Appeals Policy and Procedure*; and as per college's obligations under Standard 10 of The National Code 2018.

The student will continue to be enrolled at Highgate International College and if needed, provided counselling through the Student Welfare Officer.

Under what circumstances will Highgate International College accept a student from another provider?

The college will not actively recruit or enrol a student wishing to transfer from another registered provider's course prior to the student completing six (6) months of their principal course of study, except in limited circumstances where;

- The original registered provider has provided a written letter of release, or
- The course in which the student is enrolled has ceased to be registered by another registered provider on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS), or
- The original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing their principal course

Will Highgate International College acknowledge existing credits or prior learning of transferred students?

Highgate International College provides Credit Transfer opportunities to all its prospective and existing students. The college has a comprehensive Credit Transfer Policy and Procedure in place to support its commitment for recognition of prior learning.

Highgate International College recognises all National qualifications achieved within the AQF framework and provides credits for equivalent competencies achieved into its courses.

All transferred students will be offered Credit Transfer opportunities and on successful completion granted appropriate credits in the

Highgate International College courses.

HIC international student transfer policy can be found at <https://hic.edu.au/policies-procedure/>

Course Duration: Deferral, Suspension and Cancellation of Enrolment

How does Highgate International College ensure that its students complete their courses in the intended timeframe?

The college has implemented a *Course Completion with Expected Duration Policy* to ensure that students complete their studies within the expected duration of the course and Highgate International College only extends the duration in the circumstances outlined in Standard 8 of the National Code of Practice for providers to international students.

This policy is further complimented by college's Deferral, Suspension, and Cancellation of Enrolment Policy, and Course Progress Policy and Procedure.

Students are required to complete their studies within the timeframe indicated on their CoE and student visa. The Highgate International College shall endeavour to ensure all students are given the opportunity to complete their studies within this timeframe. A copy of each student's CoE will be kept on the student's file and variations to the CoE will also be retained within the student file.

Under what circumstance a variation to student course duration can be made?

Highgate International College will only extend the duration of the student's study where it is clear that the student will not complete the course within the expected duration, as specified on the student's CoE, as the result of:

- Compassionate or compelling circumstances (for example illness where a medical certificate states that the student was unable to attend classes or where the registered provider was unable to offer a pre-requisite unit); or

- The college implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress; or
- An approved deferment or suspension of study has been granted under Standard 9 of The National Code 2018

What is a Deferment?

Deferment is postponement of the commencement of a course of study. It must occur prior to start of a new academic term or a study period. Deferment is usually of the course start date and granted for a completed term; allowing a student to commence or re-commence their studies in subsequent academic terms.

What is a suspension of studies?

Suspension of studies is a temporary postponement of an undertaken course of study. It may occur at any time during an academic term or a study period.

Under what circumstance are deferment or suspension of studies granted?

Under the provisions of The National Code 2018 Standard 9, Highgate International College can only defer or temporarily suspend the enrolment of the student on the grounds of:

- Compassionate or compelling circumstances (for example, illness where a medical certificate states that the student is unable to attend classes); or
- Misbehaviour by the student

If a student's deferral or suspension application is rejected, the student will have an option to appeal the decision within 20 working days after receiving the notification.

What are compassionate or compelling circumstances?

These could include, but are not limited to:

- 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 or grandparents (where possible a death certificate should be provided)
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- A traumatic experience which could include:
 - Involvement in, or witnessing of a serious accident; or
 - Witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- Where Highgate International College was unable to offer a pre-requisite unit; or
- Inability to begin studying on the course commencement date due to delay in receiving a student visa.

Can international students remain in Australia after being granted a deferral or a suspension of studies?

If a leave of absence, deferral, or suspension of studies is approved for 28 days or longer, DHA requires the students to leave Australia (unless there are exceptional circumstances). As an international student, they must:

- Remain offshore for the duration of their leave (if it is longer than 28 days); and
- Return no more than one month prior to the commencement of their next term/semester

A suspension of studies is a temporary postponement of an undertaken course of study and the student will need to apply for a deferment if the absence is likely to prolong beyond one academic term.

Can a student apply for a Leave of Absence while in Australia?

Yes. A leave of absence can be granted on compassionate grounds for a maximum duration of two weeks as per college's *Deferral, Suspension, and Cancellation of Enrolment Policy*.

Can Highgate International College suspend

or cancel a student's enrolment?

The college may suspend or cancel a student enrolment on certain grounds including;

- Breach of Student Agreement conditions
- Breach of Student Code of Conduct or due to any disciplinary reasons where the student's offence is clearly established, and the appeal process has been exhausted
- Non-payment of tuition fees
- Non-commencement of studies while onshore and absence for a period of 28 days or longer without prior approval from Highgate International College
- Unsatisfactory course progress
- Student misbehavior

How is the deferral, suspension, or leave of absence requests processed?

Students need to apply for deferral or suspension of studies through the *HIC Student Course Variation Form* and for a leave of absence through the *Leave of Absence Application Form*.

If an international student's arrival is delayed, Highgate International College will;

- Notify The Department of Home Affairs through PRISMS of the student's delayed arrival
- where the student's course end date remains the same; or
- Notify The Department of Education through PRISMS of the student's course deferral, issue a new CoE with the revised end date and inform the student to contact DHA

For deferral **after the** course start date, Highgate International College will;

- ❖ Issue a letter to the student to inform them that any application to seek a deferral of his or her enrolment will be treated as a suspension of studies and may affect his or her student visa.
- ❖ Notify The Department of Education via PRISMS of the suspension and/or issue a new CoE when the student can only account for the variation/s by extending his or her expected duration of study

Is there a maximum duration of deferral?

Yes. Deferral beyond the maximum period of one academic year will not be approved. Offers to students who do not take up a place after a deferral of one academic year will lapse. Students must re-apply for a later intake if/when they are ready to commence study and normal course fees will apply.

Is there a maximum duration of suspension of studies?

Suspension of studies is a temporary postponement of an undertaken course of study. A suspension of studies is only granted up to the end of an academic term, after which, the student will need to apply for a deferral if the absence is likely to prolong.

Deferring or Suspending a Course of Study: Initiated by Student

- Students wishing to defer or temporarily suspend their enrolment may only do so when there are compelling or compassionate circumstances. Compelling or compassionate circumstances may include, but are not limited to:
 - Serious illness
 - Serious illness or death of a family member necessitating a return to the student's home country
 - Serious injury
 - Stressful family or personal situation or a traumatic experience
 - Major political upheaval or natural disaster in the home country requiring emergency travel
- Students will need to substantiate their claims with appropriate supporting documentation. Deferral or suspension of studies cannot be used for personal travelling, undertaking hobbies, working or taking holidays/breaks, and will not be approved on such grounds.
- Students who would like to defer the commencement of their studies or suspend their current course of study must first speak to the Student Admissions

Officer in the case of deferral and the Course Coordinator or the Director of Studies/Academic Manager in the case of suspension.

- Prior to applying to suspend their studies, students must ensure that they have paid any outstanding course fees and library fines and have returned all library resources to the library.
- After these measures have been taken, and the student still wishes to defer or suspend their studies, a Deferral and Allowable Suspension of Studies Claim Form must be completed and submitted to the course Coordinator or the Director of Studies/Academic Manager with verifiable supporting documents. The form can be obtained from college reception or from Highgate International College website. The form must be submitted at least fourteen (14) working days prior to the requested deferral or suspension date.
- In the event that an application for deferral and suspension being approved or denied, the outcome will be notified to the applicant in writing and, if denied, reasons for the refusal will be given.
- In the event of an application for deferral or suspension of studies being approved, a designated college Administration Officer will notify **The Department of Education through PRISMS within 14 days of the change to the student's enrolment status.**

Deferral, Suspension, or Cancellation: Initiated by Highgate International College

- Students may also have their enrolment deferred, suspended or cancelled by Highgate International College in the event of:
 - Misbehaviour (as outlined in the *Student Code of Conduct*, and *Academic and General Misconduct Policy*)
 - Breach of the *Student Agreement* (e.g., non-payment of fees)
 - Discovery of evidence of fraudulent documentation to gain admission to Highgate International College

- If the student behaves in a way which could potentially bring Highgate International College into disrepute
- The college implementing its intervention strategy for students at risk of not meeting satisfactory course progress (including where the student is clearly having difficulty in completing the course within the expected duration, as specified on the student's CoE
- Students have the right to appeal a decision by Highgate International College to defer, suspend or cancel their studies and Highgate International College will not notify The Department of Education via PRISMS of a change to the enrolment status until the internal and external complaints and appeals process is completed.
- In cases where deferral, suspension or cancellation of a student's enrolment is initiated by Highgate International College, the student will be notified in writing and given twenty (20) working days to access Highgate International College's internal complaints and appeals process.
- After all due processes have been completed, and Highgate International College decides to defer, suspend or cancel a student's enrolment, a designated college Administration Officer must notify The Department of Education via PRISMS within 14 days of the change to the student's enrolment status. In the event, however, of Highgate International College cancelling a student's enrolment due to a breach of a condition of a student visa, Highgate International College Administration Officer must give The Department of Education particulars of this breach via PRISMS as soon as practicable after the breach occurs.

Withdrawing from a course of study

Students intending to have their enrolment cancelled through course withdrawal must first speak to their course coordinator or the Director of Studies/Academic Manager. Reasons given by the student for course

withdrawal should be discussed and appropriate advice obtained. After these measures have been taken, and the student still wishes to withdraw from their studies, a *HIC Student Course Variation Form* must be completed by the student and submitted to the Director of Studies/Academic Manager. Prior to applying to withdraw from their program, students must ensure that they have paid any outstanding course fees and library fines and have returned all library resources to the library. The *HIC Student Course Variation Form* can be obtained from college reception or from HIC website.

Restricted Period: If a student is intending to withdraw prior to the completion of six months of his/her principal course of study, they should be directed to and given access to Highgate International College's *Transfer between Providers Policy*. Students should be informed that colleges providing courses to international students are restricted from enrolling transferring students from other providers prior to the student completing six months of his or her principal course of study (*National Code, 7.1*).

When a student applies to withdraw from a course during this restricted period, the student must complete and submit The *HIC Student Course Variation Form* which is accompanied by:

- a valid letter of offer from another provider
- a detailed letter explaining clearly the reasons for seeking withdraw addressed to the Director of Studies/Academic Manager

In the event that a student's application for withdrawal from an enrolled course(s) is approved, a designated college Administration Officer must notify **The Department of Education via PRISMS within 14 days of the change to the student's enrolment status.**

HIC deferral, suspension and cancellation policy can be found at <https://hic.edu.au/policies-procedure/>

Change of Course

Students may choose to change a course of study if they think that the current course does not lead to their intended career or professional outcomes.

As the course may have long-term implications on a student's career and academic aspirations, Highgate International College will discuss and ascertain the reason(s) for a change of course with the student prior to making a decision on the application. The college will ensure that the change of course is not being sought merely as a convenience by the students and may decline such request if the stated reasons fail to clearly demonstrate the need for a change of course.

Entry requirements for new courses, including any prerequisites, must be met and procedures for enrolment in the new course must be consistent with relevant requirements under Student Admission and Enrolment Policy & Procedure.

Students, who wish to change their current course of study, and transfer to an alternative course within Highgate International College, should obtain a "Change of Course Form" from Highgate International College reception. They should fill this form out according to the form's instructions paying special attention to the reasons for which they wish to change their course of study. The completed and signed form should, then, be submitted to the Course Coordinator of their current course.

Change of course will only be allowed one time during the enrolment period of a student. Any change of course will require completion of a new Pre-Enrolment Needs Analysis form and student interview.

HIC change of course policy can be found at <https://hic.edu.au/policies-procedure/>

Student Complaints & Appeals

In the event that a student has a complaint concerning any matter in relation to Highgate International College, there is a process in place to ensure that the complaint can be resolved amicably. Students have access to a complaints procedure if they feel they have been unjustly

treated, undermined, vilified or harassed in any circumstances. All the complaints will be treated in full confidence.

A complaint can be lodged in writing by letter or by email or in person. A student can lodge their complaint with any member of staff but should preferably lodge their initial complaint with the Student Support Officer. The student must lodge their complaint with only one member of staff at Highgate International College. If the complaint needs to be escalated, the staff member will follow the complaint policy. A written record of the complaint will be kept on the student file.

The college treats all complaints in confidence and will seek the permission of the student before discussing the complaint with any party mentioned or named in the complaint. The student will be given a written statement of the outcome, including details of the reasons for the outcome.

Highgate International College is committed to providing fair, safe and productive study environment to all its students. It recognises that in some instance's student may not agree with certain decisions, including assessments decision, made in relation to various academic or administrative matters. Students have the right to appeal the decisions.

Consideration of appeals will be dealt with fairly, consistently, promptly, with sensitivity to all parties and in accordance with Highgate International College's policies and quality principles. Highgate International College will acknowledge receipt of the complaint or appeal within 10 days of receipt of the complaint or appeal and will advise students of the next steps and what they can expect.

Highgate International College appoints a Complaints and Appeals Committee comprising of at least three of the following senior staff members to consider all complaints and appeals;

CEO
Academic Manager
Student Support Officer

External or independent members may be invited where necessary.

All the appeals will be heard by the committee on

a designated date. Minutes of the meeting will be taken and filed. Students will be notified of the outcome within five days of the outcome being reached.

If the complaint/appeal is against Highgate International College's decision to report the student for:

- Unsatisfactory course progress; or
- Unsatisfactory attendance; or
- Non-commencement of studies (including non-resumption after a leave period)

Then, Highgate International College will maintain the student's enrolment (i.e. not report the student for unsatisfactory progress or attendance) until the external complaints/appeals process is complete and has supported Highgate International College's decision to report. Highgate International College will wait for the outcome of the external process in this case as reporting a student for unsatisfactory progress or attendance has serious consequences for the student's visa – it may result in visa cancellation.

If the complaint/appeal is against Highgate International College's decision to:

- Defer or suspend a student's enrolment due to misbehavior; or
- To cancel the student's enrolment for non-payment of fees

Then, Highgate International College only needs to await the outcome of the internal complaints/appeals process before notifying The Department of Education through PRISMS of the change to the student's enrolment.

Once The Department of Home Affairs has been notified of a deferment, suspension or cancellation of a student's enrolment, the student has 28 days in which to:

- Leave Australia; and
- Show The Department of Home Affairs (DHA) a new Confirmation of Enrolment (CoE);
or

- Provide DHA with evidence that he or she has accessed an external appeals process.

External Referral

International students who wish to lodge an external appeal can do so through the Overseas Students Ombudsman. See the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072.

The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their training provider. If the problem resolution fits within equal opportunity guidelines, it will be managed under college's relevant policies and procedures.

Students may also seek legal redress through the usual court processes if they feel unsatisfied. They may also approach other agencies relevant to their specific situation;

- The Privacy Commissioner (<https://www.oaic.gov.au/about-us/contact-us>)
- The Equal Opportunity and Human Rights Commissions (<http://www.antidiscrimination.justice.nsw.gov.au/>)
- Department of Education (<https://www.education.gov.au/>)

Students may choose to contact the Department of Education;

Department of Education (WA)
151 Royal Street, East Perth WA 6004

<https://www.education.wa.edu.au/contact>

For further information, refer to Highgate International College's *Complaints and Appeals Policy and Procedure*.

HIC complaint and appeal policy can be found at <https://hic.edu.au/policies-procedure/>

Student Fee Policy

This document sets out a policy for collecting and managing student fees. It also addresses changes to the Education Services for Overseas Students Act 2000 commencing 1 July 2012. Related policy



and procedure to this document is Fee Refund Policy and Procedure.

HIC fee policy can be found at <https://hic.edu.au/policies-procedure/>

Fee Refund Policy and Procedure

The purpose of this policy is to ensure that Highgate International College adopts a refund policy that is fair to students who have valid reasons for requesting refunds and who give Highgate International College sufficient notice, while at the same time protecting Highgate International College from suffering economic loss that may be caused by refund requests that are not submitted within the required timeframe.

HIC fee refund policy can be found at <https://hic.edu.au/policies-procedure/>

Completing Your Studies

Course Completion within Expected Duration Policy

1. Purpose

The purpose of this policy is to ensure that students complete their studies within the expected duration of the course and Highgate International College only extends the duration in the circumstances outlined in Standard 9 of the National Code of Practice for providers to international students.

This policy should be read in conjunction with the **Course Progress Policy**.

2. Scope

This policy applies to all the current students of Highgate International College.

3. Definitions

Course: A program of study comprising units of competency leading to a qualification or an award

Expected Duration: Expected duration of a course is as specified on Confirmation of Enrolment (CoE) for each course

DHA (Formally DHA): Department of Human Affairs

PRISMS: Provider Registration and International Students Management System

4. Legislative Context

- National Vocational Education and Training Regulator Act 2011 (Cth)
- The ESOS Act 2000

- Education Services for Overseas Students (ESOS) Regulations 2001
- The National Code 2018

5. Policy

5.1 This policy supports course progress and completion requirements under Standard 9 of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2018' which implies:

Registered providers monitor the workload of students to ensure they complete the course within the duration specified in their CoE and do not exceed the allowable portion of online or distance learning.

5.2 Students are required to complete their studies within the timeframe indicated on their CoE and student visa. The Highgate International College shall endeavour to ensure all students are given the opportunity to complete their studies within this timeframe. A copy of each student's CoE will be kept on the student's file and variations to the CoE will also be retained within the student file.

5.3 Highgate International College only provides on-line learning to international students as stipulated under the National Code standards and ensures that it maintains contact with students and monitor any issues that students may have.

5.4 All students are required to attend Highgate International College on a full-time basis to ensure they meet the assessment and participation requirements of respective units and courses.

5.5 Procedures for monitoring course progress and participation shall be implemented and appropriate intervention processes followed where students are not meeting these requirements. Highgate International College shall monitor all students' ability to complete their course within the expected duration in a number of ways:

- Trainers / Assessors shall meet regularly to ensure that students are progressing

across all areas of training being provided.

- Monitoring of course progress and participation by Student Administration and the Course Coordinator
- Ensuring complete timetable and schedule for the program is developed, implemented and reviewed where required.

5.6 Where a student is identified as being at risk of not completing the program within the expected duration Highgate International College shall implement appropriate intervention steps to prevent this from occurring.

These intervention steps will include meeting with the student to identify the cause that is placing the student at risk. Within this meeting, strategies to assist the student in completing the course within the expected duration shall be discussed and implemented as required. These strategies may include:

- Extra tuition and support to be organised
- Timetable adjustments
- Personal strategies to improve the student's ability to complete the course requirements
- Review of assessment strategies
- Variation of student enrolment load

5.7 Where a student is identified of being at risk of not completing their course in the expected duration due to lack of course progression, the student's enrolment load may be adjusted to ensure the student has the opportunity to complete the course successfully. Where this is the case the student's study period may be extended.

5.8 Student will have access to Highgate International College's student support services to ensure that students adjust to study and life in Australia, maintain satisfactory academic performance, and have access to student support services to assist in the transition to life and study in a new environment (Ref: Student Support and Welfare Policy). Highgate International College is committed to supporting students and ensuring that they achieve their intended academic goals.

5.9 Highgate International College will only extend the duration of the student's study where it is clear that the student will not complete the course within the expected duration, as specified on the student's CoE, as the result of:

- a) Compassionate or compelling circumstances (for example illness where a medical certificate states that the student was unable to attend classes or where the registered provider was unable to offer a pre-requisite unit);
- b) Highgate International College implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress; or
- c) An approved deferment or suspension of study has been granted under Standard 9 of The National Code.

5.10 All meetings must be documented, and any strategies arranged must also be documented.

5.11 All changes to a student's course duration is to be reported via the PRISMS reporting system and records / documents of reasons and the decision process to be kept in student files.

6. Responsibility

Trainers/Assessors are responsible for monitoring student performance and reporting any irregularities.

Course Coordinator is responsible for monitoring students' overall course progress and identifying students at risk of not completing the program within the expected duration.

The Course Coordinator is responsible for implementing intervention strategy when necessary.

The Academic Manager is responsible for effective implementation and management of this policy as well as provision of information on ways to resolve complaints of breaches of this policy.

The CEO has overall responsibility for the implementation and review of this policy.

Any complaints or breaches in relation to this policy should be reported to the Chief Executive Officer in person or by email to: ceo@hic.edu.au

What is a Testamur?

A testamur is defined by the AQF as "an official certification document that confirms that a qualification has been awarded to an individual".

What guidelines does Highgate International College use in the format and content of its testamurs and statement of attainments?

The college complies with Australian Qualifications Framework (AQF) *Qualifications Issuance Policy* and follows the templates suggested by AQF.

The college ensure that all testamurs and statements of attainment meet the (AQF) requirements.

Each testamur also contains the words, "The qualification is recognised within the Australian Qualifications Framework".

What fundamental principles are followed in issuing testamurs and statement of attainments?

A learner who has successfully completed all of the required units of competency or modules (as specified in the Training Package qualification or accredited course) is entitled to receive the following certification documentation on award of the qualification:

- A testamur, and
- A record of results

Highgate International College ensures that;

- Graduates receive the certification documentation to which they are entitled
- AQF qualifications are correctly identified in certification documentation

- Nationally Recognised Training (NRT) logo is used according to NTR logo specification to promote and certify national vocational education and training leading to Australian Qualifications Framework (AQF) qualifications or Statements of Attainment
- The NRT logo is not used on the record of results

What is a Statement of Attainment?

A Statement of Attainment is issued by Highgate International College when an individual has completed one or more units of competency from nationally recognised qualification(s)/courses(s).

When is a Statement of Attainment Issued?

A statement of attainment is only issued if a learner successfully completes one or more units of competency or modules or an accredited short course but does not meet the requirements for a qualification (as specified in the Training Package). The statement of attainment will list all of the units of competency or modules achieved.

The only logo required on statements of attainment is the Nationally Recognised Training (NRT) logo.

A Statement of attainment does not include the Australian Qualifications Framework (AQF) words or logo.

What are Learning Pathways?

Learning Pathways are formally approved links to enable students to enter and move between courses and programs in different sectors or within the same sector. Pathways may link courses and programs in the same or different areas of study. (Students may also develop their own informal learning pathways.)

How does Highgate International College promote Learning Pathways?

Highgate International College is committed to providing learning pathways, within and across sectors, to facilitate the movement of students between chosen courses and qualifications. Such pathways may include access to qualifications

within Highgate International College, articulation arrangements and/or credit granted within qualifications.

The college currently has articulation arrangements for its business and accounting diploma programs to advance their graduates into higher education programs with credits. Through an ongoing pursuit of VET and higher education articulations, Highgate International College will endeavour to maximise the development of pathways. Pathways will generally be developed between qualifications involving the same, similar or complementary fields of study. Where appropriate, pathways may be between general and specialised qualifications.

The level of RPL and credit transfers awarded within a specific learning pathway is guided by college's RPL and Credit Transfer Policy and Procedures and the requirements of the ESOS Act 2000, the National Code of Practice 2018 and AQF guidelines.

Learning pathways based on credit and articulation arrangements, when applied, will not unfairly advantage or disadvantage either the students entering the courses and programs with credit transfer or articulation or those students who enter directly.

The college complies with the AQF Qualifications Pathways Policy.

Highgate International College will issue a VET qualification or VET statement of attainment (as appropriate) to persons whom it has assessed as competent in accordance with the requirements of the Training Package or VET accredited course either through completion of Highgate International College courses or Recognition of Prior Learning (RPL). RPL assessment will be conducted in accordance with Highgate International College's RPL and Credit Transfer Policy and Procedure and inherent competency evidence requirements.

Procedure for Issuance of Statement of Result

A Statement of Result contains listing of a student's results in their enrolled unit(s) of competency;

- All student academic records are verified and updated by the Student Administrative Manager from the official results submitted by the Course Coordinator at the end of each academic term.
- At the end of every semester (two academic terms), all completed Statement of Result are printed by the Student Records Officer.
- Statement of Results are checked, approved and signed by Director of Studies/Academic Manager
- Copies are made for the student file.
- For the current students, Statements of Results are distributed to students in class at the beginning of following semester.
- For students who have finished their course, Statements of Results are provided to students together with their Awards.
- Students may also request their Statement of Result at other times using *Request for Issuance of Academic Results, Attainment and Awards Form*.

Procedure for Issuance of Statement of Attainment

Where an AQF qualification is partially completed through the achievement of one or more endorsed units of competency, Highgate International College will issue a Statement of Attainment upon student's request.

- Students complete and submit a *Request for Issuance of Academic Results, Attainment and Awards Form* to the Student Records Officer.
- Student Administrative Manager obtains and verifies student results from the respective Course Coordinator.
- Student Administrative Manager prepares the Statement of Attainment.
- Statement of Attainment is checked, approved and signed by Director of Studies/Academic Manager.
- Copies are made for the student file.
- Statement of Attainment is issued to the student

Procedure for Issuance of Testamur

- Students complete and submit a *Request for Issuance of Academic Results,*

- *Attainment and Awards Form* to the Student Administrative Manager
- Student Administrative Manager obtains and verifies student results from the respective Course Coordinator.
- Student Administrative Manager prepares the Statement of Attainment.
- Statement of Attainment is checked, approved and signed by Director of Studies/Academic Manager
- Director of Studies/Academic Manager prepares the Award using officially approved template
- Each Award is assigned a unique number
- The CEO signs the Award and records the award details in the "Register of Testamurs"
- The Award along with Statement of Result is issued to the student

Issuance of Statement of Result, Statement of Attainment, Award, and Data Provision Policy and Procedure

1. Purpose

The purpose of this policy is to maintain consistency and quality in issuance of Statement of Result, Award and Statement of Attainment that comply with Australian Qualifications Framework (AQF) and VET Quality Framework (VQF).

2. Scope

This policy applies to;

All the students seeking a Statement of Result, an Award or a Statement of Attainment; and
All the staff members preparing and issuing a Statement of Result, an Award or a Statement of Attainment

Statement of Result: A Statement of Result contains listing of a student's results in their

enrolled unit(s) of competency

Statement of Attainment: A Statement of Attainment is issued when a student has completed one or more units of competency from nationally recognised qualification(s)/courses(s)

Award: A program of study or qualification offered by Highgate International College

Course: A program of study comprising units of competency leading to a qualification or an award

ASQA: Australian Skills Quality Authority

QI: Quality indicator

RTO: Registered Training Organisation

USI: Unique Student Identifier

4. Legislative Context

- National Vocational Education and Training Regulator Act 2011 (Cth)
- The ESOS Act 2000
- Education Services for Overseas Students (ESOS) Regulations 2001
- The National Code 2018
- Australian Qualifications Framework (AQF)
- ASQA Data Provision Requirements 2011 (Section 22(3))
-

5. Policy

5.1 As a Registered Training Organisation (RTO), Highgate International College recognises AQF and VET qualifications and VET statements of attainment issued by any other RTO or TAFE institutions.

5.2 Highgate International College will issue a VET qualification or VET statement of attainment (as appropriate) to persons whom it has assessed as competent in accordance with the requirements of the Training Package or VET accredited course either through completion of Highgate International College courses or Recognition of Prior Learning (RPL). RPL assessment will be

conducted in accordance with Highgate International College's *RPL and Credit Transfer Policy and Procedure* and inherent competency evidence requirements.

5.3 Highgate International College will ensure, through its internal quality assurance systems that all testamurs and statements issued are in accordance with AQF requirements and contain NRT and other approved logos in accordance with their current term of use.

5.4 All the testamurs and statements of attainment issued will be entered in Highgate International College's Testamur and Statement of Attainment Register and all competency records related to completion and participation be kept for a period of 30 years in a safe and secured location in accordance with Highgate International College's *Documents and Records Management Policy and Procedure*.

5.5 Where an AQF qualification is partially completed through the achievement of one or more endorsed units of competency, Highgate International College will issue a Statement of Attainment upon student's request. A Statement of Attainment will list all the units that students have attained during their enrolment at Highgate International College.

5.6 Where all units of competency in a qualification are achieved, the award (certificate of qualification) will be issued and the student will graduate.

5.7 Highgate International College will not issue an award/AQF certificate until students have completed their enrolled course. Students will receive an award/AQF certificate if they have satisfied the requirements for qualifying of the enrolled course **within 30 calendar days** of meeting the requirements, and no fees are outstanding.

5.8 A Statement of Result is a statement that records the cumulative units that students have attained for the entire duration of enrolment at Highgate International College. A Statement of Results will be provided after the end of each semester. If needed, the Statement of Result can be used as sufficient proof of the completed units until an Award or Statement of Attainment

is available.

5.9 All the academic statements and award will have a consistent and uniform layout and format with Highgate International College logo, provider name, provider number and CRICOS number, date of issue, and Nationally Recognised Qualification (NRT) logo and statement – and meet the requirement of Schedule 5 of SRTO 2015.

5.10 Templates for all the academic statements and award will be created and controlled by the CEO.

5.11 in case of local/domestic students, Highgate International College will not issue AQF certification documentation to an individual without being in receipt of a verified Student Identifier (USI) for that individual, unless an exemption applies under the Student Identifiers Act 2014. (Refer to *Admission and Enrolment Policy and Procedure* for USI requirements prior to enrolment/commencement)

5.12 AQF certification documentation will only be issued directly to the students, not to another party, such as an employer or an agent.

5.13 Highgate International College shall retain records of qualifications and statements of attainment issued for 30 years, which will include full AVETMISS data. In accordance with the Clause 3.4 of SRTOs 2015, Highgate International College shall retain sufficient data to be able to reissue a qualification or statement of attainment for the 30-year period, regardless of the storage method used.

If Highgate International College RTO ceases being an RTO, it will provide this information to ASQA in digital form within the stipulated period.

5.14 Highgate International College RTO shall ensure that current and past students are able to access records of their achievements. All students who hold a verified USI, and whose results have been reported into the USI system, will be able to access their records through the USI system. If a student's achievements have not been recorded through the USI system, the students can make a request for reissuance of

the AQF certificate or statement of attainment by contacting Student Services – ceo@hic.edu.au or the current college contact details as published on its website and marketing materials. Reissuance fee may apply as per college's current Fee Schedule published on its website – <http://www.hic.edu.au>

5.15 Data and Reporting of Quality Indicators (QIs)

The Data Provision Requirements 2012 requires all registered training organisations (RTOs) registered with ASQA to provide an annual summary report of their performance against the learner engagement and employer satisfaction quality indicators to ASQA.

5.15.1 Highgate International College will use the You are required to use the Learner Questionnaire and the Employer Questionnaire to collect the data for the learner engagement and employer satisfaction quality indicators.

5.15.2 Highgate International College will use one of the following systems to report to ASQA (through Competency Completion Online System CCOS) on the questionnaire feedback:

1. Survey Management, Analysis and Reporting Tool (Until available); or
2. ASQA's Quality indicator annual summary report template

Note: With the introduction of national VET reporting for all RTOs in 2012, there is no longer a requirement for RTOs to report competency completions via CCOS.

5.15.3 Highgate International College will compile and report its learner engagement and employer satisfaction QI survey response rates, survey information feedback and improvement actions for reporting.

5.15.4 Highgate International College will submit its quality indicator data reports (previous year) in full to qidata@asqa.gov.au latest by close of business on 30 June any given year.

6. Procedure

6.1 Issuance of Statement of Attainment or Award through RPL to be managed as per Highgate International College's *RPL and Credit Transfer Policy and Procedure*.

6.2 Procedure for Issuance of Statement of Result

- All student academic records are verified and updated by the Student Administrative Manager from the official results submitted by the Course Coordinator at the end of each academic term.
- At the end of every semester (two academic terms), all completed Statement of Result are printed by the Student Records Officer.
- Statement of Results are checked, approved and signed by Academic Manager
- Copies are made for the student file.
- For the current students, Statements of Results are distributed to students in class at the beginning of following semester.
- For students who have finished their course, Statements of Results are provided to students together with their Awards.
- Students may also request their Statement of Result at other times using *Request for Issuance of Academic Results, Attainment and Awards Form*.
- For local/domestic students, ensure the USI is provided and verified by Highgate International College prior to issuance.

6.3 Procedure for Issuance of Statement of Attainment

Where an AQF qualification is partially completed through the achievement of one or more endorsed units of competency, Highgate International College will issue a Statement of Attainment upon student's request.

- Students complete and submit a *Request for Issuance of Academic Results, Attainment and Awards Form* to the Student Records Officer.

- Student Administrative Manager obtains and verifies student results from the respective Course Coordinator.
- Student Administrative Manager prepares the Statement of Attainment.
- Statement of Attainment is checked, approved and signed by Academic Manager.
- For local/domestic students, ensure the USI is provided and verified by Highgate International College prior to issuance
- Copies are made for the student file.
- Statement of Attainment is issued to the student

6.4 Procedure for Issuance of Award

- Students complete and submit a *Request for Issuance of Academic Results, Attainment and Awards Form* to the Student Administrative Manager
- Student Administrative Manager obtains and verifies student results from the respective Course Coordinator.
- Student Administrative Manager prepares the Statement of Attainment.
- Statement of Attainment is checked, approved and signed by Academic Manager
- For local/domestic students, ensure the USI is provided and verified by Highgate International College prior to issuance
- Academic Manager prepares the Award using officially approved template
- Each Award is assigned a unique number
- The CEO signs the Award and records the award details in the "Register of Testamurs"
- The Award along with Statement of Attainment is issued to the student

6.5 Quality Indicators Reporting

Learner engagement and employer satisfaction: Highgate International College shall prepare and complete the ASQA Quality Indicator Annual Summary Report template for the current year and email it, by 30 June, to Qidata@asqa.gov.au

Competency completion: Highgate International College shall collect AVETMISS-compliant records for all students, and for all competency

enrolments and outcomes achieved, throughout the calendar year. AVETMISS delivery activity data report will be generated and submitted to the National Centre for Vocational Education Research (NCVER) prior to by 30 June each year.

7. Responsibility

The Student Admission Officer is responsible for maintaining, updating and verifying student academic results.

The training staff are responsible for providing timely and accurate result and competency information to Highgate International College. The Academic Manager is responsible for maintaining integrity of the assessment reporting process and ensuring integrity and validity of student results.

The Academic Manager is responsible for effective implementation and management of this policy and procedure.

The CEO has overall responsibility for the implementation and review of this policy and procedure. Any complaints or breaches in relation to this policy should be reported to the Chief Executive Officer in person or by email to:

ceo@hic.edu.au

this policy as well as provision of information on ways to resolve complaints of breaches of this policy.

The Academic Manager is responsible for maintenance of this policy in their respective academic areas.

The CEO has overall responsibility for the implementation and review of this policy. Any complaints or breaches in relation to this policy should be reported to the Chief Executive Officer in person or by email to: ceo@hic.edu.au

Other Key Policies and Procedures

Harassment Policy and Complaint Procedure

Highgate International College aims to create a working environment which is free from sexual harassment and where all members of staff are treated with dignity, courtesy and respect. This policy outlines the responsibility all employees have in ensuring the workplace is free from sexual harassment.

HIC harassment policy can be found at <https://hic.edu.au/policies-procedure/>

Anti-Discrimination and Bullying Policy and Procedure

This policy underscores Highgate International College's commitment for providing a safe and healthy learning environment free from discrimination and bullying.

HIC anti-discrimination and bullying policy can be found at <https://hic.edu.au/policies-procedure/>

Health and Safety Policy and Procedure

Highgate International College is committed to providing and ensuring a safe and healthy working and learning environment for staff, students, and visitors to Highgate International College in accordance with its legislative obligations. This policy affirms Highgate International College's commitment to occupational health and safety and reflects the value Highgate International College places on the health and wellbeing of its staff members, students and people who visit or attend college for various reasons.

HIC health and safety policy can be found at <https://hic.edu.au/policies-procedure/>

Critical Incident Policy

The purpose of this policy and procedure is to provide a clear and systematic process that protects the interests and welfare of all individuals who are involved in critical incidents.

HIC critical incident policy can be found at <https://hic.edu.au/policies-procedure/>

Access and Equity Policy

The purpose of this policy is to ensure that people with differing needs and abilities have the same

opportunities to successfully gain skills, knowledge and experience through education and training irrespective of their age, disability, colour, race, gender, religion, sexuality, family responsibilities, or location. Highgate International College staff, trainers and assessors adhere to the principles and practices of access and equity in the provision of education and training services.

HIC access and equity policy can be found at <https://hic.edu.au/policies-procedure/>

Any complaints or breaches in relation to this policy should be reported to the Chief Executive Officer in person or by email to: ceo@hic.edu.au

Notes:

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Useful links and information

On living and studying in Australia

The Australian Government www.australia.gov.au

Study in Australia www.studyinaustralia.gov.au

Education in Australia www.edu.au.gov.au

The Department of Foreign Affairs and Trade (for contact details of your country's embassy) www.dfat.gov.au

The Department of Immigration and Border Patrol (for immigration and visa information) www.immi.gov.au

The Australian Customs Service (for information about what you can bring into Australia) www.customs.gov.au

The Australian Quarantine and Inspection Service www.aqis.gov.au

The Australian Taxation Office www.ato.gov.au

Tourism Australia www.australia.com

Wages and working conditions www.fairwork.gov.au

Important numbers

Emergency services: 000 (police, fire, ambulance)

Visa issues: 131 881

Dialling out of Australia: 0011 (country code) + (city/region code) + (phone number)

Australia's country code: 61

In an emergency

Australia's emergency phone number is 000. This is a free call from every phone in Australia, including mobile phones.

Call 000 if you are in a life-threatening situation and need the help of the police, fire brigade or ambulance service. This includes if you are

witnessing a crime in progress. If you are deaf or have a speech or hearing impairment, you can call 106 using a text phone (TTY) or a computer with modem access, to request police, fire or ambulance assistance.

Do not use these numbers if it is not an emergency.

Local Information

About Perth and WA

Sources:

<https://www.westernaustralia.com/>

<https://www.australia.com/>



Perched on the banks of the wide Swan River, between the Indian Ocean and the sands of the Nullarbour Desert, Perth is one of the world's most isolated cities, yet still boasts an active beach scene and smokin' nightlife. Family-friendly Cottesloe is brimming with swimmers, surfers and snorkelers. Head north to Scarborough for a spirited beachside club scene. Coo at cute marsupials on ferry-accessible Rottnest Island, and don't miss the views from King's Park and Botanic Gardens (Lonely Planet, 2020).

City and Suburbs

As part of Perth's role as the capital of Western Australia, the state's Parliament and Supreme Court are in the city, as is Government House, the residence of the Governor of Western Australia. Perth came seventh in the Economist Intelligence Unit's August 2016 list of the world's most liveable cities and was classified by the Globalization and World Cities Research Network in 2010 as a Beta world city. It hosted the 1962 Commonwealth Games.

Perth is divided into 30 local government areas and

250 suburbs, stretching from Two Rocks in the north to Singleton in the south, and east inland to The Lakes. Outside of the main CBD, important urban centres within Perth include Armadale, Fremantle, Joondalup, Midland and Rockingham. Most of those were originally established as separate settlements and retained a distinct identity after being subsumed into the wider metropolitan area. Mandurah, Western Australia's second-largest city, has in recent years formed a conurbation with Perth along the coast, though for most purposes it is still considered a separate city.

The central business district of Perth is bounded by the Swan River to the south and east, with Kings Park on the western end and the railway reserve as the northern border.[citation needed] A state and federally funded project named Perth City Link sank a section of the railway line to allow easy pedestrian access between Northbridge and the CBD. The Perth Arena is a building in the city link area that has received several architectural awards from institutions such as the Design Institute of Australia, the Australian Institute of Architects, and Colorbond. St Georges Terrace is the area's prominent street, with 1.3 million m² (14 million sq ft) of office space in the CBD. Hay Street and Murray Street have most of the retail and entertainment facilities. The city's tallest building is Central Park, the eighth tallest building in Australia. The CBD until 2012 was the centre of a mining-induced boom, with several commercial and residential projects being built, including Brookfield Place, a 244 m (801 ft) office building for Anglo-Australian mining company BHP.

Weather and Climate

Perth Australia has a sunny Mediterranean style climate with an average of eight hours of sunshine per day. Summers are hot and dry although not devoid of rain with occasional short-lived thunderstorms throughout the season. The hottest month is generally February, and the coolest is July and August. Winters are cool and wet, with most of Perth's annual rainfall falling between May and September. Spring is a particularly lovely time to visit, with warm and clear conditions.

Perth receives moderate, though highly seasonal, winter-based rainfall. Summers are generally hot and dry, lasting from December to March, with February

generally the hottest month. Winters are mild and wet, giving Perth a hot-summer Mediterranean climate. Perth has an average of 8.8 hours of sunshine per day, which equates to around 3200 hours of sunshine and 138.7 clear days annually, making it Australia's sunniest capital city.

Summers are dry but not completely devoid of rain, with sporadic rainfall in the form of short-lived thunderstorms, cold fronts and on occasions decaying tropical cyclones from Western Australia's northwest, which can bring heavy rain. Temperatures above 40 °C (104 °F) are fairly common in the summer months.

Winters are wet but mild, with most of Perth's annual rainfall between May and September. Winters see significant rainfall as frontal systems move across the region, interspersed with clear and sunny days where minimum temperatures tend to drop below 5 °C (41 °F).

Language

At the 2016 census, 73.5% of inhabitants spoke only English at home, with the next most common languages being Mandarin (2.3%), Italian (1.4%), Vietnamese (1.0%), Cantonese (1.0%) and Arabic (0.7%).

Around Perth

As Australia's largest state, Western Australia is home to a diverse range of landscapes, wildlife, and culinary experiences. Head north to discover dramatic red coastline and fringing coral reef or set your sights to the south for exquisite wine and kangaroo-covered beaches.

The Pinnacles

The stunning limestone formations known as the Pinnacles are near Cervantes on the Turquoise Coast, 250 kilometres (155 miles) north of Perth. A crayfishing town, Cervantes is the gateway to Nambung National Park, which contains the Pinnacles Loop – a four-kilometre (2.5-mile) road that can be driven or walked in about an hour. The Pinnacles Desert contains thousands of striking limestone pillars set against shifting golden sands. The park, with its otherworldly landscape, can be visited all

year round, but there's a bonus in spring, when the wildflowers and wattles are in bloom. Visit at dawn to see the shadows cast by the unusual formations, or experience the eerie landscape at sunset, when the colours change with the moving sun.

Coral Coast

Western Australia's Coral Coast stretches for more than 1,100 kilometres (683 miles), so there's an endless supply of adventure to be had. Consider a road trip up the coast from Perth, stopping at

Margaret River

Margaret River, a three-hour drive south of Perth, is a relatively young wine region, with vines first planted in 1967. But its wines are world-class, with cabernet and chardonnay considered regional strengths. Stand-out wineries include Vasse Felix, Howard Park and Leeuwin Estate. The region offers some serious adventure, too. Head to Margaret River Surf School to ride the waves, rock climb and cave crawl with Margaret River Climbing Co, or zipline through majestic forests.

Western Australia's South-West Corner

The south west corner of Australia encompasses some of the country's most breathtaking nature and is best explored on a road trip. Make your first stop Denmark, just under five hours from Perth, to experience top-notch food, Aboriginal cultural and the striking Greens Pool. Esperance, an idyllic town

<https://www.newintown.com.au/top-10-things-about->

Monkey Mia, where you can feed wild dolphins, and Kalbarri National Park, home to rugged red cliffs and bright blue waters. The most exhilarating experiences of the Coral Coast lie in Exmouth, the gateway to the fringing coral of Ningaloo Reef. Here, you can swim with some massive yet gentle local residents - whale sharks. After such an exciting encounter, rest easy at Mantarays Ningaloo Beach Resort. Other highlights along the way include the blazing orange shores of Francois Peron National Park and the thriving local Aboriginal culture near Shark Bay.

7.5 hours from Perth, is home to turquoise waters, white sand and offshore islands. A star attraction here is the bizarre but beautiful Lake Hillier, a bright pink lake in the Recherche Archipelago. You can see it on a cruise or scenic flight. Don't miss Lucky Bay at Cape Le Grand National Park, a one-hour drive from Esperance, where you'll find cute kangaroos relaxing on the soft sand.

Further information and Links

<https://www.australia.com/en/places/perth-and-surrounds/guide-to-perth.html>

<https://www.australia.com/en/trips-and-itineraries/perth-and-surrounds/10-day-trip-of-colourful-attractions.html>

[https://www.westernaustralia.com/au/Pages/Welcome to Western Australia.aspx](https://www.westernaustralia.com/au/Pages/Welcome%20to%20Western%20Australia.aspx)
[perth-western-australia](https://www.westernaustralia.com/au/Pages/Welcome%20to%20Western%20Australia.aspx)



All Contacts, enquiries and feedback to:

Student Services
Highgate International College
Email: sso@hic.edu.au