



**AUSCARE**  
Training Organisation

**International  
Student  
Handbook  
2024**

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## WELCOME TO AUSCARE

Welcome to Auscare Training Organisation.

We would like to express our sincere thanks for allowing Auscare to assist you in your learning journey towards a successful future.

Our mission at Auscare is to provide students with high quality vocational education in a friendly environment that promotes learning and motivates them to achieve excellence in their studies.

Auscare is located within the City of Perth and offers a range of high-quality health care and management courses in high demand.

The learning process at Auscare is professional and flexible, and we are dedicated to ensuring that you achieve your learning goals in the most effective manner possible. As a student at Auscare, you will have the opportunity to shape your future career in many ways.

While studying in a new country can be exciting, with so much to learn, you will also have to adjust the way you live. We at Auscare are here to help you to make those adjustments. Students at Auscare benefit from smaller class size, a knowledgeable teaching staff, and excellent support services that will help them to succeed.

You will be surrounded by many students from many different countries and cultures at Auscare when you study there. Our Student Support and Administrative Staff, and the Executive Principal are here to assist you with a range of support services, including academic assistance, adjusting to living, working, and studying in Australia.

This handbook provides you with a wealth of information on how Auscare can provide you with skills, training and facilities to ignite and support your passion for learning to achieve your career goals.

Our management and staff at Auscare are looking forward to welcoming and assisting you throughout your study journey, and we wish you all the best for the future.

Veronicah de Boer  
CEO  
Auscare Training Organisation  
Perth, Western Australia

## About this International Handbook

During the enrolment process with Auscare, all prospective students receive access to or a copy of the Auscare International Student Handbook, in addition to your letter of offer, to ensure you have access to and receive sufficient information to make an informed decision regarding your enrolment. Furthermore, another copy will be emailed to you along with your invitation to the compulsory Auscare orientation program. Be sure to read and understand the contents of the International Student Handbook before starting your course.

Since the International Student Handbook may become outdated after printing, students can access the most current version via the Auscare website at [www.auscaretraining.edu.au](http://www.auscaretraining.edu.au)

Students should check the Handbook's version number and release date at the bottom of each page. On our website [www.auscaregroup.com.au](http://www.auscaregroup.com.au), you can access the most current version of the Auscare International Student Handbooks, or simply request a copy from Student Support/Admin Staff.

We can easily explain any section of the International Student Handbook if you need help understanding it. Contact our Student Support / Admin Staff in Perth Campus on 08 6323 2023 or email: [enrolment@auscaregroup.com.au](mailto:enrolment@auscaregroup.com.au)

As a Registered Training Organization (RTO) - RTO No: 52578 and a CRICOS Registered Provider - CRICOS No: 04055H, Auscare is regulated by the Australian Skills Quality Authority (ASQA). As part of its compliance obligations, Auscare adheres to the VET Quality Framework and the ESOS legislative framework. We are also responsible for ensuring quality training and assessment in accordance with the Standards for Registered Training Organisations, 2015 (SRTOs 2015), the National Code of Conduct 2018, and the Australian Qualifications Framework (AQF). The International Student Handbook outlines your obligations under the National Vocational Education and Training Regulator Act 2011 and the Education Services for Overseas Students Act 2000.

You can learn more about the requirements and view a copy of the relevant frameworks by visiting 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>
- NVR Act 2011: <https://www.legislation.gov.au/Details/C2017C00245>
- NVR Act 2011 Amendment Bill 2020 [https://www.aph.gov.au/Parliamentary\\_Business/Bills\\_Legislation/Bills\\_Search\\_Results/Result?bld=r6497](https://www.aph.gov.au/Parliamentary_Business/Bills_Legislation/Bills_Search_Results/Result?bld=r6497)
- 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>

The Student Support / Administrative Team at Auscare offers both academic and non-academic assistance and support to you and all students. If you have an emergency at any time (24/7) during your study period, you can contact Aus-care's Executive Principal, Tracy Hopkins (08 6323 2023). Please contact the Admin Staff if you need other student support. They may be able to provide you with the assistance and/or support you need. On pages 8 and 9, you can find a referral to Auscare and external experts/organizations, who can provide further information.

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## AUSCARE ADMINISTRATION

<b>Location</b>
60 Stirling Street, Perth, WA 6000, Australia Phone: 08 6323 2023 Email: Website: auscaregroup.com.au
In case of an after-hours emergency, please contact: +61 451 214 371

<b>Key Personnel Contact</b>		
CEO	Veronicah de Boer	veronicah@auscaregroup.com.au
Executive Principal	Tracy Hopkins	tracy@auscaregroup.com.au
Academic Coordinator	Rishal Kowlessur	rishal@auscaregroup.com.au
Marketing Specialist	Tenzin Rabgye	rabgye@auscaregroup.com.au

### Student Point of Contact

If you are unable to visit the office in person, you can call or email us with your questions. We are available to answer your questions and provide you with support. In addition, you can also visit our website for. Remember, our team is here to help and support you throughout your studies.

You can also contact Auscare's Student Support Services by email at [enrolment@auscaregroup.com.au](mailto:enrolment@auscaregroup.com.au) whenever you need assistance or by telephone during office hours.

<b>Key Student Support Staff</b>		
International Student Manager	Roger Jeong	roger@auscaregroup.com.au
Work Placement Coordinator	Tashi Phuntsho	tashi@auscaregroup.com.au
Student Support Officer	Tshering Wangmo	tsheringw@auscaregroup.com.au

<b>Student Support Office Hours</b>		
Monday	8.00 am - 5.30 pm	08 6323 2023
Tuesday	8.00 am - 5.30 pm	08 6323 2023
Wednesday	8.00 am - 5.30 pm	08 6323 2023
Thursday	8.00 am - 5.30 pm	08 6323 2023
Friday	8.00 am - 5.30 pm	08 6323 2023

You can expect a response to your email query within 24 to 72 hours Monday to Friday; response times may be longer on weekends and public holidays. If you don't receive a response, or need an urgent response, you may contact us via emergency contact. You can reach us at +61 451 211 693 or in person at our campus.

## STUDENT SUPPORT PROGRAM

### Individual Student Needs

Our courses cater to a diverse range of learners' needs and we are dedicated to identifying and meeting each student's individual needs prior to enrolment.

In addition to expressing their views about their learning needs during their enrolment phase by filling out the Auscare Student Enrolment Application Form, students are encouraged to complete online English Proficiency Test and LLN Robot activities, which are mandatory for all students. The Auscare campus has fully qualified English/LLN instructors, and the Admin Staff is experienced in helping students with additional support needs throughout their studies.

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As part of Auscare's commitment to students, it provides additional support, advice or assistance throughout the course of their training. We provide students with support services in order to make sure they are able to successfully complete their training and assessments, and to ensure the quality of training and assessments. There are a number of individual needs that students may have, including but not limited to:

- Adapting training to individual circumstances and flexibility Having access to campus resources, technology, and facilities
- Assisting referral to additional support services (such as financial hardship, addiction, or counselling).
- Providing financial support (i.e., payment plans).
- Attending to needs related to medical conditions/disabilities
- Providing support in the areas of language, literacy, and numeracy

Students who did not declare a need for additional individual support services during enrolment are encouraged to contact one of our student services / administrative staff members to discuss their needs.

### Student Support Services

We have Student Services staff available to assist you with all academic and non-academic student matters. Please contact Tenzin Rabgye (Student Support Manager) at +61 451 220 754 as your first point of contact.

As part of your studies, you may also receive additional support from your Trainer/s. You can also get advice on all aspects of student life from the Student Support Staff. You may discuss and seek support from the Student Support Staff on many topics, including, but not limited to:

- Services to assist you in adjusting to study and life in Australia
- Programs that offer English language assistance and study assistance
- Health and emergency services
- Legal services relevant to your case
- Resources and facilities at Auscare
- Satisfactory course progress requirements
- Assistance with finding accommodation to stay
- Complaints and appeals process at Auscare
- Services available to support you if your general or personal circumstances adversely affect your participation in an Australian educational program
- Pathways to learning and possible RPLs
- Inclusion of special learning, cultural, religious, and dietary needs
- Assistance with creating a resume, interviewing skills, and finding a job

<b>Student Support and Referral Services</b>	Trainer	Support Officer	Academic Coordinator	Executive Principal
Code of conduct, policies and procedures and legislation	●	●	●	●
Emergency assistance and referrals to students in crisis situations	●	●	●	●
Course progress, attendance, LLN, RPL and intervention strategy	●	●	●	●
Administrative support, visa, OHSC, USI, fees and referrals		●	●	●
Certificates, academic statements, student ID & smart rider		●	●	●
Personal, educational, special needs and practical welfare		●	●	●
Cultural and social issues, accommodation and settling into Australia		●	●	●
Job searching, CV, interview and part-time work whilst studying	●	●	●	●
Orientation, recreation activities, cultural events and graduation	●	●	●	●
Bank account, ATM and online payments		●	●	●



### External services

It is important to note that Auscare reserves the right to refer you to a third-party provider (i.e., doctors or counsellors) if necessary.

Depending on your needs, Auscare Student Support/Admin Staff can assist you or refer you to the right source of information to help you adjust to studying and living in Australia. This includes but is not limited to:

- **Working in Australia** - While on a student visa, it is important that your primary purpose is to study in Australia. In this handbook, page 26 explains Auscare has close ties to industry in Perth and how we may be able to assist you in finding employment during your studies.
- **Earning an Income** - Assistance with your Tax File Number, Tax Returns, and Superannuation.
- **Personal Safety Tips** - Including tips on avoiding scams.
- **Managing your Finances** - This includes maintaining a bank account, using banks and ATM's/EFTPOS, paying your bills safely, and setting up a bank account.
- **Fair Work Ombudsman** - This free service assists students with enquiries and complaints concerning both vocational placements and paid work. Listed on [fairwork.gov.au/contact-us/offices/western-australia](http://fairwork.gov.au/contact-us/offices/western-australia)
- **Consumer Protection** - The Australian Consumer Law protects international students studying in Australia.
- **International Student Guide (Insider Guide)** - In this guide, International Students are provided with advice and direction when moving to Australia. As part of the orientation program, it includes information about accommodation, communication, money/banking, employment, studying, culture, health, and transportation. You can download the guide at the following link: <http://insiderguides.com.au/international-student-guides/> or find it at Auscare campuses.
- **Airport Reception & Accommodations** - For your first visit to Australia, Auscare partners with the Australian Homestay Network (AHN) to provide airport reception and accommodation placement services.

### Counseling Services

We offer a free counseling service to all students enrolled at Auscare. Most students use the Counselling Service when they are having difficulty adjusting to life in full-time study and/or Australia, coping with homesickness, reducing stress, overcoming procrastination, or dealing with relationship difficulties.

By reducing the effects of stress and anxiety caused by study, personal, or family pressures, the Student Counselling Service aims to enhance academic success and campus life for students.

Our free counselling service can be contacted by:

- You can apply for an appointment via a student services or administration staff referral by emailing [enrolment@auscaregroup.com.au](mailto:enrolment@auscaregroup.com.au);

Alternatively,

- It is recommended that you arrange an appointment via the Supervisor, Student Services or Admin Staff to discuss confidential information.

### Service Referrals

You can seek guidance / direction from Auscare Student Support/Admin Staff for any other service you might need. In this regard, the following may be considered:

- **Legal Services** - In the event that you require legal advice, You may contact the following provider of affordable legal services:
  - Lex Legal  
Phone: (08) 9221 6366  
Address: Level 3, 231 Adelaide Terrace, Perth WA 6000 Website: <https://lexlegal.com.au/en>

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- **Overseas Student Health Cover (OSHC)** - We can assist you in arranging overseas student health insurance with any of the providers listed below or you can arrange directly through the following websites:
  - NIB - [www.nib.com.au](http://www.nib.com.au)
  - BUPA - [www.bupa.com.au](http://www.bupa.com.au)
  - Allianz –<https://allianzassistancehealth.com.au/en/>
  - HBF - [www.hbf.com.au](http://www.hbf.com.au)
  
- **Driver’s Licences** - If you have any questions about your driver's license, we can help you locate the appropriate branch or contact the following directly:
  
- **Perth - Department of Transport** – Driver and Vehicle license centres are located throughout Perth. For information on your nearest branch, please visit <http://www.transport.wa.gov.au/licensing/find-a-licensing-centre-or-agent.asp>.
  
- **Real Estate Agent** - You can find rental accommodation in Australia by contacting the following real estate agents:
  - Realmark – [www.realmark.com.au/](http://www.realmark.com.au/)
  - L.J. Hooker – [www.ljhooker.com.au/rent](http://www.ljhooker.com.au/rent)
  - Peard – [www.peard.com.au/real-estate/rent](http://www.peard.com.au/real-estate/rent)
  - Harcourts - <https://harcourts.com.au/Property/Rentals/>
  
- **Banking Services** - All of your banking needs can be handled by the following four Australian banks:
  - Commonwealth Bank - [www.commbank.com.au](http://www.commbank.com.au)
  - National Australia Bank (NAB) – [www.nab.com.au](http://www.nab.com.au)
  - Westpac – [www.westpac.com.au](http://www.westpac.com.au)
  - ANZ – [www.anz.com.au](http://www.anz.com.au)
  
- **Community Services** - In Australia, every local shire (council) provides community services and facilities. If you need assistance or directions to your local shire, visit the Student Support / Admin Staff (see figure 1 below which outlines relevant shire services near each of our campuses). The following services are available, but are not limited to:
  - Public Library
  - Health and Wellbeing
  - Childcare
  - Arts, Culture and Heritage
  - Community Facilities (i.e., Sports and Recreation)

## Emergency Support Services

In this handbook, you will find information about emergency and support services:

- Emergency Services – Police, Fire and Ambulance services
- Auscare Emergency Line
- Lifeline – Counselling service providing a 24-hour a day service
- Poisonings Information Line
- Translation and Interpreting Service
- Overseas Student Ombudsman – This free service helps international students resolve complaints about private educational institutions in Australia. <https://www.ombudsman.gov.au/making-a-complaint/overseas-students>.

## Student Requests

Aside from the above services, the Student Support and Administrative Staff can assist with the requests listed below at the Perth Campus or via email at: [enrolment@auscaregroup.com.au](mailto:enrolment@auscaregroup.com.au) The following services are available:

- **Questions and Enquiries** - Student services and administration staff are available to answer your questions during office hours (face-to-face/via email/telephone). All inquiries will be directed to the appropriate person, which may include but is not limited to; course/visa (admissions officer), scheduling (administrative officer), re-enrolment (Student Support / Admin Staff officer), and fees/payment plan (Accounts).
- **Course Variation Application Form** - You can use this form if you need to make changes to your course or commencement date, cancel your enrolment or wish to move to another RTO.
- **Student Request Form** - A student request form may be used to request a holiday letter, an enrolment status letter, a release letter, a change in timetable, or to request a leave during a study period.
- **Deferment Application** - If you wish to defer your course.
- **Complaints and Appeals** - You may appeal any Auscare decision if you are dissatisfied with the outcome, using the Complaints and Appeals Form available through Student Support and Administration or online. A complaint can be resolved through this process, results can be appealed, a notice of intent to report/cancel or a sick leave notice can be appealed.
- **Finance Requests** - If you would like to arrange a payment plan, contact Accounts directly at the campus or via email at: [roger@auscaregroup.com.au](mailto:roger@auscaregroup.com.au) or telephone: +61 451 214 371.
- **Application for issuance an AQF Certificate** - Please refer to the Auscare Issuance of AQF Certification policy and procedure for information on how to apply for your Award/Qualification and/or a Statement of Attainment and/or contact Student Support / Admin Staff.
- **The Recognition of Prior Learning (RPL) / Credit Transfer (CT)** - If you wish to apply for Recognition of Prior Learning (RPL) or Credit Transfer (CT).

## TRAINING VENUE & FACILITIES

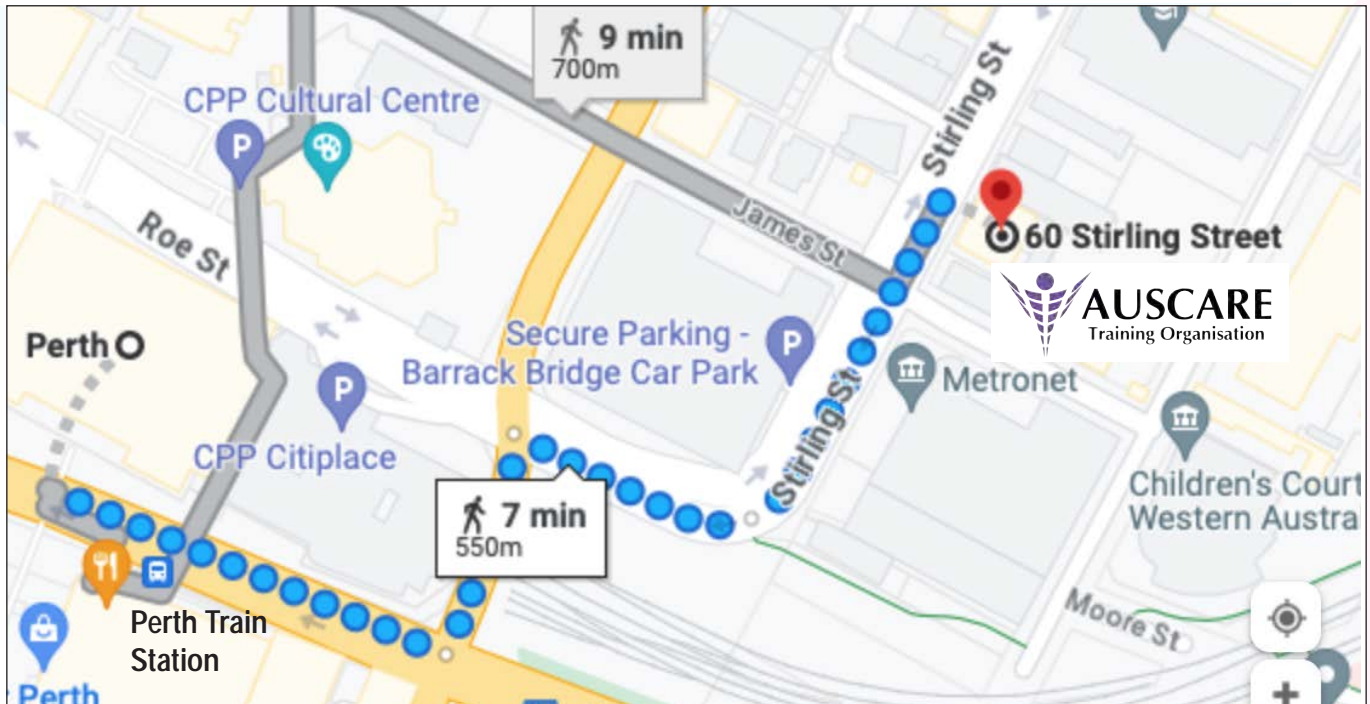
Auscare provides you with your schedule during your Auscare Orientation, and then it is emailed to you before the start of your course, as well as on request (e.g., updates/edits).

For each course/unit of study, your course schedule will clearly identify the Training venue and/or Classroom. Find out how you can reach your training venue from your place of residence in Western Australia by visiting [www.trans-perth.wa.gov.au](http://www.trans-perth.wa.gov.au).

From your residence in Western Australia, the website will produce a number of options on how to reach your training venue in time, from your place of residence in Western Australia. For assistance, please contact our Student Support / Admin Staff. Our Orientation program includes a campus tour related to your studies.

- Auscare Training Organisation, Perth Campus  
60-62 Stirling Road, Perth, WA 6000, Australia

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### Auscare Perth Campus

There is a strong student culture in the City of Perth, so you'll be able to meet a lot of new people in similar situations to your own.

Even though Perth is a major city in Australia, studying here gives you a very relaxed, suburban feel. Many students enjoy living within walking distance of Perth's colleges, and universities which are a little farther out from the CBD (Central Business District). With regularly maintained public transport systems, you have many options if you want to live in the heart of the city.

It is a privilege to study in this dazzling city because of its world-class educational system. Perth offers a wide variety of options for studying - it all depends on what suits you best!

### Intake Dates

For more information and confirmation of Auscare fees and intake dates, please visit [www.Auscaregroup.com.au](http://www.Auscaregroup.com.au).

### Campus Resources

A detailed description of the campus where you will study most of your courses is included in your International Student Offer Letter. The following resources are available at the Auscare Perth Campus:

### Perth Campus Resources

- Student Support / Admin Staff and Auscare Admissions
- Air-conditioning, free WIFI, male/female/disabled toilets
- 10 classrooms with desks, chairs, digital screens and internet connections
- Computer facilities
- Kitchenette

To ensure your success, Auscare provides you with all the course delivery materials you need.

There are additional resources that you can access and/or borrow through the Library facilities and locations. Please contact Student Support/Admin Staff for more information about how to locate and/or access these facilities. If you would like access to additional resources, we encourage you to join the City of Perth Library, or the State Library. There is generally no membership fee, and the libraries are conveniently located near campus.

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### WIFI and computer facilities

Students enrolled in Auscare have free access to WIFI on the Perth Campus, as well as computer facilities during the following hours:

Monday 8.00am – 5.30pm	Thursday 8.00am – 5.30pm
Tuesday 8.00am – 5.30pm	Friday 8.00am – 5.30pm
Wednesday 8.00am – 5.30pm	Saturday & Sunday 8.00am – 5.30pm

### Bring Your Own Laptop

As a result of the widespread availability of quality e-learning resources and the accessibility of these resources, Auscare requires students to bring their own laptops to use during their study while at Auscare, even though we provide a number of pre-owned laptops for students to use during campus hours. As a result, students will be able to work outside the classroom and save course materials and resources, including reviewing and preparing for course activities and assessments outside class hours

Students bringing their own laptops must meet the following minimum requirements

Operating System: Windows 8 or 10 Home Edition or later	RAM: Minimum 4 GB, recommended 8GB
Processor: Intel Core i3 / AMD 2.0 Ghz or better	Wi-Fi: 802.1x compliant
Hard Drive: 128GB SSD (256GB SSD recommended)	USB Headsets with microphone
Display: 13-inch full HD (1920 x 1080) with a built-in webcam	Device must be fully

On campus, Auscare also offers a Study/Computer facility for students as well as laptops. Students can use the facility for academic support, including assessments and self-study. Students are required to limit noise when using the Student Study/ Computer facilities, therefore, all conversations, including mobile phone calls MUST take place outside of the Lab.

When students do not have access to their own laptops and/or an available computer at home, Auscare may provide them with a laptop on a short-term loan basis. In order to complete any unsupervised/self-paced learning activities associated with your course, you must have access to WiFi and/or the internet when you are away from the college.

### Identification Card for Auscare students

Students will have their photos taken as part of Auscare Orientation Program for their Auscare Student ID Cards. Students can pick up their cards at the Auscare reception from the Student Support/Admin Staff. The cards will be ready for collection after up to five working days.

Among the information on your Student ID Card are your photograph, name, student number, date of commencement and completion of your CoE/course.

In order to attend the Auscare Campus, students must always have their Auscare Student ID Card with them. We may ask for your Student ID Card at any time and may ask you to leave the premises if you cannot prove you are a current Auscare student.

In the event that a student's ID card is damaged, lost or stolen, replacement cards can be purchased for \$20 AUD each.

### Portal for students

Student Portal, the Learning Management System (LMS), provides students with the ability to access information such as schedules, assessments, study support resources, and useful academic videos. On Auscare-LMS, you can also find Auscare assessment policy. In addition, students can update their contact information and check their course progress.

During your training, your Trainer will provide you with Assessment Outcomes and/or other Training Outcomes via the portal and/or in person.

It is a condition of their visa that students studying on an International Student Visa update Auscare within seven (7) days of any changes in their contact information. The Student Change of Details Form can also be used by students to update their details in person at Auscare or via the Student Portal. Any changes to your Emergency Contact information must be included in this document.

You will receive important news and messages from Auscare via your student portal and/or through your recorded email address.

### Communication and email with students

As provided by the student and recorded in Auscare student record and SMS, Auscare will use the primary email address of the student. In the event that your email details are not updated or updated as necessary, Auscare will still process disciplinary actions and cancellations if/where necessary.

All students and email users are required to follow these instructions in order to protect Auscare from the potential effects of misuse and abuse of email.

- It is prohibited to send email that is defamatory, violates copyright or business confidentiality, or is prejudicial to Auscare's good standing.
- It is forbidden to use email to spread gossip about students, include offensive, degrading, persistently irritating, threatening, or discriminatory material, or to harass others.
- It is illegal to use another person's computer or pretend to be another person when using email to a person.
- It is not permitted to use the computer excessively for personal purposes, including mass mailings, "reply all" etc.

To remind you to read urgent emails, Auscare may also send courtesy SMS text messages to your phone and WhatsApp group. These text messages should not be ignored.

- It is important to note that all assessment submissions must be made via the Auscare-LMS.
- It is not acceptable to submit assessments in any other way, unless this has been approved by the Auscare trainer.
- In order to provide feedback to the qualified trainer/assessor at the end of each unit of competency (Subject/Module), they must use the Auscare-LMS and the Unit feedback sheet.

## LIVING IN PERTH, WESTERN AUSTRALIA

### Perth - Liveable city in the world

Perth is the state capital and largest city of Western Australia and the fourth most populous city in the country. In 2020, Metropolitan Perth had a population of 2.1 million (80% of the state's population). Perth is one of the fastest growing cities in Australia. Western Australia's wealth boom has been driving people to the region lately,

The coastline of Western Australia stretches for about 12,500 kilometers along about 3,500 beaches.. It has some of the world's most beautiful scenery, cleanest waters, mesmerizing sunsets, abundant coral reefs, and rare wildlife.

Western Australia is a multicultural region with people from over 190 countries speaking approximately 270 languages and dialects (including around 50 Aboriginal languages).

The Global Liveability Index ranked Perth among the top 10 most liveable cities in the world in 2021, based on factors including healthcare, education, culture, environment, entertainment, business opportunities, and more.

The cost of living in Perth is lower than some of the other major cities in Australia (and worldwide), making it an affordable study destination for international students. Join the tens of thousands of international students who have settled in Perth.

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### Top 10 Free Activities

- **Snorkel Shoalwater Marine Park** - You can snorkel, dive, and kayak at the Shoalwater Marine Park near Rockingham for free. Among the main attractions are Western Australia's largest waddle of fairy penguins, dolphins, seabirds, a dive wreck, reefs, and seagrass pastures filled with aquatic life.
- **The Kings Park Botanic Garden** - It is one of the largest inner-city parks in the world, with 400 hectares of beautiful gardens and bushland. It's bigger than New York's Central Park. There are countless picnic spots around the park, many of which offer expansive views of the Swan River and Perth's skyline. There are also spring wildflowers on display, along with 1,700 exclusive native species.
- **Off-road in Lancelin** - The never-ending hills of Lancelin's sand dunes make it a perfect place for off-roading, quad-biking, and sandboarding. From Perth, it's an easy daytrip. Lancelin has excellent wave and wind conditions and protected fishing spots. Make it a memorable weekend break by packing a tent, surfboard, wind surfing gear, mask, fishing tackle, and a snorkel.
- **Discover Perth's culture** - The Cultural Centre is located right in the middle of the city. A number of museums, galleries and libraries are located at the centre, including the Art Gallery of Western Australia, the Western Australian Museum, the Library of Western Australia and the Perth Institute of Contemporary Arts. All venues are free, but donations are appreciated. It is easy to spend an entire day at the center learning about culture.
- **What's New in Perth** - There's always something new and fascinating to discover in Perth. There are pop-up stands, street food stalls, and urban art everywhere in the maze of laneways. Free festivals and concerts can be found in Forest Place, and live music, films, exhibitions, and events can be found in Northbridge Piazza year round.
- **Enjoy a cruise through Fremantle's renowned markets** - This iconic market has been active for over a century. The markets are alive with the smells of organic produce, the creativeness of resident artists, and free live music and family entertainment from Friday to Sunday. At the Fremantle markets, you can enjoy some free entertainment at the famous hall and yard.
- **Dazzling Sunsets on the Indian Ocean** - Don't miss seeing them as the sun sets. Every year, there are over 100 bright and clear days for watching the show. Pack a picnic and head to one of Perth's sandy white beaches at sunset, when the sea reflects a dazzling array of colours. Cottesloe Beach, Scarborough Beach, or City Beach are the best places to see sunsets.
- **Wine Tasting in the Swan Valley** - Enjoy free tastings of the region's oldest wine growing region and indulge in decadent treats made by the region's wine makers. A 20-minute drive east of Perth will take you to award-winning wineries, cheesemakers, chocolatiers, and more.
- **Fish for dinner in the Peel Inlet** - Mandurah's 155 sq km of channels are perfect for fishing all year round. During summer and autumn, you can pick some of the best prawns, blue-manna crabs, and king prawns along the river. Fish off the landings under the inlet bridges, or take your boat out on the water. The annual Crab Festival takes place in March and is free to attend.
- **Visit York** - The beautiful Rolling Meadows enticed early settlers from Perth to establish Western Australia's first domestic settlement. This town holds the 'Historic Town' status as one of the few places in Western Australia with completely restored Victorian and Federation buildings. A lively annual events calendar, fine art, and crafts can be found in York.

You may also check out the following websites for more information on Perth:

- <http://www.visitperthcity.com>
- <http://www.experienceperth.com>

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- **Wine Tasting in the Swan Valley** - Enjoy free tastings of the region's oldest wine growing region and indulge in decadent treats made by the region's wine makers. A 20-minute drive east of Perth will take you to award-winning wineries, cheesemakers, chocolatiers, and more.
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- <http://www.visitperthcity.com>
- <http://www.experienceperth.com>

### Climate

As a result of its massive size, Western Australia has several climate regions. In the southwest, winters are mild, rainy, and summers are blisteringly dry. The sun shines more often in Perth than in any other Australian capital city. May through September are the months when Perth receives the most rainfall. Temperatures in February typically hover around 31°C, making it the hottest month of the year. There is a sea breeze called "The Fremantle Doctor" which can relieve some of the heat in Fremantle. The morning temperatures in winter range from 18-21°C, and they are relatively cool and wet. You can find online information and guides about rainfall, temperature, and seasonal activities that can help you plan your Perth holiday.

Due to Perth's Mediterranean climate, the weather is warm and sunny throughout the year. During the short mild winter, the sun gleams brightly. During these long summers, many activities in and around Perth take place outdoors. Attractions, outdoor activities, or just relaxing on clean sand beaches in Perth can all be enjoyed at any time of year.

- **Summer (December - February)** - January and February are usually the hottest months. Rain is rare during summers, as the weather is good and dry. On scorching hot days, Perth's afternoon sea breeze, known as the Fremantle Doctor, provides welcome relief. There is an average temperature range of 27°C - 30°C during the day and a minimum of 15°C at night during summer. In Perth, Kings Park is a verdant inner-city park where you can spend a summer afternoon.
- **Autumn (March-May)** - In Perth, autumn is like an extension of summer, with comparable temperatures, warm sunny days, and cooler nights. There may be occasional rain or humid weather, even though the weather is usually good. Visitors to the free Sculpture by the Sea arts festival at Cottesloe Beach in March can take part in the festival. Visit the wineries of the Swan Valley or Rottnest Island, or take a cruise down the river to Fremantle.
- **Winter (June - August)** - The winter months are rainier and cooler. Storms that include heavy rainfall and thunder storms occur sporadically. During the winter, daily temperatures range from 18 - 21°C, with a minimum of 12°C at night. In spite of the rain, you can enjoy a variety of indoor activities. Visit the Perth Institute of Contemporary Art, the Western Australian Museum, and the Art Gallery of Western Australia in Perth's cultural centre, Northbridge. Winter is a good time to visit Fremantle Museum, Fremantle Prison, and Maritime Museum.
- **Spring (September - November)** - The days are warm and sunny, especially in October and November, with temperatures averaging around 20 - 25°C. In spring, Western Australia comes alive with colourful wildflowers due to mild rainfall. Take the Wilderness and Wildflowers Trail at the Botanic Garden or a similar trail throughout Western Australia.

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## Living Costs

Perth has a lower cost of living than average. The cost of housing and living has increased slightly in recent years, especially this year after the effects of COVID19 on the economy and industry. Due to this, it is still cheaper than other metropolises such as Oslo, New York, Singapore, and Shanghai. The cost of meat in Australia is lower than in other countries.

Knowing the average living costs in Australia is an important part of your financial preparation. For your reference, here are some of the costs associated with living and studying in Australia. (All costs are in Australian dollars.)

Reference: <https://www.studyaustralia.gov.au/english/live/living-costs>

Accommodations	Weekly Expenses	Other Living Expenses	Weekly Expenses
Hostels and guesthouse	\$90 to \$150	Groceries & eating out	\$140 to \$280
Shared rental	\$95 to \$280	Gas, electricity	\$10 to \$20
On campus	\$110 to \$325	Phone & internet	\$15 to \$30
Homestay	\$235 to \$325	Public transport	\$30 to \$60
Rental	\$185 to \$440	Car (after purchase)	\$150 to \$250
Boarding schools	\$11,000 to \$22,000 a year	Entertainment	\$80 to \$150

The costs above are an approximate guide only and don't take into account your budget and spending habits. In order to calculate your estimated cost of living in Australia, please visit the following website: Student Cost of Living Calculator <http://insiderguides.com.au/cost-of-living-calculator/>

## Minimum Cost of Living

The Department of Home Affairs has financial requirements you must meet in order to receive a student visa. Here is a guide on the requirements you must meet to study in Australia. The 12-month living costs are for: Students or guardians: \$21,041; Partners coming with you: \$7,362; and A child coming with you: \$3,152.

## Education Costs

The list below gives you a broad indication of the range of course costs (yearly) for different types of qualifications.

- School: \$7,800 to \$30,00
- English language studies: Around \$300 per week depending on course length
- Vocational education and training (Certificates 1 to IV, Diploma and Advanced Diploma): \$4,000 to \$22,000
- Undergraduate bachelor degree: \$20,000 to \$50,000

## Emergency Services

During an emergency, dial 000 or 112 on your mobile device (to override key locks).

The Triple Zero (000) service is the fastest way to reach the right emergency service. You should use it only to call police, fire, or ambulance services in life-threatening or emergency situations. The 000 emergency line should not be used for general medical assistance.

## Police

In Australia, the police preserve peace for everyone by safeguarding people and properties, detecting and preventing crimes, and preventing individual harm. In threatening situations, they are there to help you feel safe. If you need police assistance in a non-emergency situation, call: 131 444 - Nearest Police Station

## Fire

A Fire Brigade extinguishes fires, rescues people from burning cars and buildings, and provides assistance in situations involving gas or chemicals. Regardless of the size of the fire, call 000 as soon as it starts.

## Ambulance

An ambulance provides immediate medical care and transport to a hospital in an emergency. The number to dial is 000.

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### **Auscare Emergency Line**

When you observe a risk to property or people on campus or need to communicate with Auscare in an emergency situation, call 08 6323 2023. All emergency situations should be called by 000 first, followed by Auscare only after the public emergency services have been contacted.

### **State Emergency Service**

The State Emergency Service (SES) provides assistance to victims of natural disasters, rescues, road accidents, and extreme weather conditions. The organization is almost entirely comprised of volunteers and operates in all Australian States and Territories. In the event of a flood or storm, dial 132 500 for emergency assistance.

### **Lifeline**

Lifeline's 13 11 14 service is staffed by trained volunteers who are available on any day of the week, 24 hours a day. Volunteers operate from Lifeline Centres throughout Australia. Lifeline is available to everyone. Providing counselling services that respect the rights of everyone to be heard, understood, and cared for is the goal of the service. As well as providing information about other support services in Australian communities. Any problem can be discussed with a Lifeline telephone counsellor, no matter how big or small it may seem. When callers are in need of emotional support or are feeling low, they are trained to offer support.

### **Poisons Information Line**

In order to assist in the management of poisonings and suspected poisonings, the Poisons Information Line provides prompt, up-to-date, and appropriate information and advice. Callers are asked to provide a detailed history of the poisoning situation in order to assess the severity of the situation. First aid instructions, information regarding possible symptoms, and a referral to a doctor can then be given to members of the public.

131 126 is the common telephone number for the Australia-wide Poisons Information Centres.

### **Translating and Interpreting Service (TIS) Tel: 13 14 50**

Through the Department of Home Affairs, the Australian Government provides Translating and Interpreting Services (TIS) for people who do not speak English and for English speakers who need to communicate with them. Anyone in Australia who needs interpreting assistance can use TIS, a national service. TIS is accessible from anywhere in Australia for the cost of a local call 24 hours a day, 7 days a week.

### **Working in Australia**

#### **Permission to Work**

For international students - You are not allowed to work until you have begun your course of study, especially if you are an international student. Each fortnight, you can work up to 48 hours. During scheduled course breaks, you are allowed to work unlimited hours.

The following notes are important:

- Make sure your work schedule does not interfere with your studies, including your work-based training placement. During scheduled classes or workplace-based training, you cannot work. The work you do shouldn't prevent you from studying.
- We can assist you in finding suitable casual or part-time employment in Perth during your study period if you have difficulty finding suitable work.
- Information and support can be obtained from the Department of Home Affairs ([www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)).

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## Finding a job

As you will be joining the general Australian population in your search for work, you may find it difficult to find work in Australia; therefore, you shouldn't rely on income from employment when budgeting for living expenses during your studies.

We can provide you with advice and direction on how to apply for jobs/roles in Perth while you are studying at Auscare.

In Australia, you can find a job in a variety of ways:

- Newspapers
- Auscare Notice Board
- Online - try these online companies:  
[www.seek.com.au](http://www.seek.com.au)  
[www.careerone.com.au](http://www.careerone.com.au)  
[www.indeed.com.au](http://www.indeed.com.au)  
[www.jobsearch.com](http://www.jobsearch.com)

## Earning an Income

### The Fair Work Ombudsman

Workers on study visas and migrant workers have the same workplace rights as all other workers in Australia. Workers can obtain advice and assistance from the Fair Work Ombudsman to help them understand their rights.

Employees are entitled to minimum pay rates, according to their work. There are also other minimum conditions at work for employees. Usually, they are spelled out in an award, agreement, or in the National Employment Standards. Each time an employee is paid, a payslip must be provided.

The website [www.fairwork.gov.au](http://www.fairwork.gov.au) provides further information and support.

### Getting a Tax File Number

A Tax File Number is required to work in Australia. Our tax system assigns you a unique tax file number (TFN). You will be asked to fill out a tax file number declaration form by your employer when you start work. Without a TFN, your employment will be taxed at the highest personal income tax rate, which means less money in your paycheck.

TFN applications can be made online at <https://www.ato.gov.au/Individuals/Tax-file-number/Apply-for-a-TFN/> or by phone at 13 28 61, Monday to Friday, 8am to 6pm. The ATO's translating and interpreter service can be reached at 13 14 50.

### Tax Returns

Taxes are managed by the Australian Taxation Office (ATO). The amount of tax you pay depends on your income. A refund is available if you have paid too much tax. Tax returns must be filed to receive a refund.

You can file your tax return online using e-tax (free), mail a paper tax return, or pay a registered tax agent to do so for you. You will normally receive your refund within 14 days if you file by e-tax.

Visit [www.ato.gov.au](http://www.ato.gov.au) to lodge online using e-tax

- You can find a registered tax agent by visiting [www.tpb.gov.au](http://www.tpb.gov.au)
- The Australian tax year runs from 1 July to 30 June, and tax returns are lodged at the end of the tax year. A tax return must be filed by the 31st of October by every individual who worked during the financial year.

### Superannuation

Your employer must contribute 9.5% of your before-tax wage to a nominated superannuation (pension) account if your monthly wage exceeds AU\$450 (before tax). If you leave Australia permanently, you can usually access your contributions, although they will be taxed.

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You can choose your own superannuation fund or have your workplace recommend one for you. Among them are:

- ING Living Super - [www.ing.com.au/superannuation.html](http://www.ing.com.au/superannuation.html)
- Virgin Money Superannuation - [www.virginmoney.com.au/products/superannuation/joint/](http://www.virginmoney.com.au/products/superannuation/joint/)
- Australian Super Fund – [www.australiansuper.com/super](http://www.australiansuper.com/super)
- Westpac Super Solutions - [www.westpac.com.au/Superannuation](http://www.westpac.com.au/Superannuation)
- AMP Superannuation - [www.amp.com.au/Flexible/Super](http://www.amp.com.au/Flexible/Super)

In the event that you leave Australia permanently and wish to check whether you are eligible to claim superannuation and to apply for it, please visit: <https://www.ato.gov.au/Individuals/Super/In-Detail/Withdrawing-and-Paying-tax/Super-information-for-temporary-residents-departing-Australia>.

Detailed information about your superannuation fund must be provided (source: Australian Taxation Office).

## Managing Your Finances

### Tuition Fees Payment

Auscare tuition fees must be paid in advance, and the following payment methods can be used:

By Electronic Funds Transfer (EFT) or Online Transfer to:

Please note - You must quote your Student Surname or Student ID when transferring funds by EFT

Bank: Bankwest	BSB: 302 162
Address: - Level 14, 300 Murray Street, Perth WA 6000	Account Number: 086 7961
Account Name: - Auscare Training	SWIFT Code: - BKWAAU6P

### Additional Fees and Charges

Auscare may charge additional fees and charges according to the following list. All fees are quoted in Australian Dollars (AUD). They are subject to change without notice.

Fees and charges	
Enrolment fee	AUD \$250
Cancellation / withdrawal fee	AUD \$250
Deferment fee	AUD \$70
Re-issue of CoE	AUD \$150
Lost or Stolen ID Card (without police report)	AUD \$20 each
Reprint of any Certificates/Testaments	AUD \$50 each
Accommodation arrangement fee	AUD \$20
Lost printed course material	AUD \$15
Replacement Student Workbook	AUD \$30
Photocopies black and white	AUD \$0.25 per A4 page / single sided AUD \$0.45 per A4 page / double sided
Photocopies colour	AUD \$0.80 per A4 page / single sided AUD \$1.50 per A4 page / double sided
Paper (per 500 pages)	AUD \$5 Or \$0.10 per page
Bank dishonour fee	AUD \$95
Administration fee, if fees are not paid by the due date.	AUD \$250
Airport pickup	AUD \$100

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Catch up on missing practical	AUD \$120	Re-submit 3rd attempt	AUD \$50 per assessment
Catch up on missing theory	AUD \$100	Evaluation of RPL	AUD \$150 per unit
Catch up on missing unit online per unit	AUD \$100	Theory re-assessments	AUD \$50 per assessment
Late submission (After one week, an additional of \$5 per day)	AUD \$50	Practical re-assessments	AUD \$120 or more depending on cost per unit
Academic administration fee (Charged per assessment where there has been Academic Dishonesty)	AUD \$50	Re-Enrolments Units of one week or less Units of more than one week	AUD \$150 per unit Depending on cost per unit

### Public Holidays - 2023-2024

Public Holiday	2023	2024
New Year's Day	2 Jan 2023	1 Jan 2024
Australia Day	26 Jan 2023	26 Jan 2024
Labour Day	6 Mar 2023	4 Mar 2024
Good Friday	7 Apr 2023	29 Mar 2024
Easter Monday	10 Apr 2023	1 Apr 2024
ANZAC Day	25 Apr 2023	25 Apr 2024
Western Australia Day	5 Jun 2023	3 Jun 2024
Queen's Birthday	25 Sep 2023	30 Sep 2024
Christmas Day	25 Dec 2023	24 Dec 2024
Boxing Day	26 Dec 2023	26 Dec 2024

### Setting up a Bank Account

There are many banks, credit unions, and building societies in Australia where you can open an account. Make sure you shop around for the best deal. You can find more information about these four major Australian banks by clicking on the links below:

- Commonwealth Bank - [www.commbank.com.au](http://www.commbank.com.au)
- National Australia Bank - [www.nab.com.au](http://www.nab.com.au)
- Westpac - [www.westpac.com.au](http://www.westpac.com.au)
- ANZ - [www.anz.com.au](http://www.anz.com.au)

Here are the requirements for opening a bank account:

- 1 Your passport (with arrival date stamped by Australian immigration)
- 2 Student ID card
- 3 Money to deposit
- 4 Tax File Number

Applicants for bank accounts in Australia must show several pieces of personal identification that are assigned points. A total of 100 points of identification are needed to establish your identity as the person whose name will be on the account. If you open an account within six weeks of arrival in Australia, you can use your passport and proof of arrival as 100 points. You will need to submit additional documentation after this point. Students can open accounts with special student benefits. A number of banks offer 'Student Accounts' that do not have or have minimal fees for regular savings account transactions. The student ID card from your institution is also required to prove you are a student and qualify for student bank account benefits.

Compare bank accounts in Australia at <http://www.banks.com.au/personal/accounts/>

The majority of Australians utilize Internet banking and/or telephone banking to manage their money, pay bills, etc. from home. You can request these services from your bank when you set up your account.

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### Bank and ATM Locations

You can find nearby banks & ATMs on this website:  
 Perth: [www.lookatwa.com.au/AboutPerth/banks.html](http://www.lookatwa.com.au/AboutPerth/banks.html)

### Banking Hours

Branches of most banks are typically open from Monday to Friday, 9:00am to 4:00pm (except on public holidays). The trading hours of some branches may be extended during the week and Saturdays may be available (check with your individual bank). ATMs are available 24 hours a day. You should, however, consider your own safety when accessing cash from an ATM at night in a quiet area.

### ATMs (Automatic Telling Machines)

The ATM card that is available with most bank accounts can be used to withdraw cash from an account at an ATM. You can also use ATMs to check your account balance and transfer money. In some ATMs, you can also deposit cash and checks. Your bank's ATMs generally cost less than those of another bank. ATM fees vary between banks and accounts.

### Using an ATM

Your bank will issue you a PIN (Personal Identification Number). To access your account, enter this into the ATM keypad. In order to protect your account, never reveal your PIN to anyone. You will never be asked for your PIN by a bank or reputable business. If anyone does this, be suspicious, don't hand it over, and report the incident to the police and to the bank. You should be careful when entering your PIN if someone is watching you.

In order to ensure ATM safety, especially at night, the following general rules should be followed:

- Having your card ready at the ATM will help you save time
- If you notice anything suspicious as you approach the ATM, don't use the machine (contact the police if you have any suspicions).
- Consider using another branch or off-street ATM if you are uncomfortable using a particular ATM
- Remember that EFTPOS can be used in many other places, such as supermarkets and gas stations, to withdraw cash
- You can use telephone or Internet banking instead of an ATM if you just want to check your account balance or transfer funds between accounts.

Your bank should be informed immediately if your ATM or credit card is lost or stolen (or if your PIN has been revealed to another person). Your bank will be able to disable your card immediately so that no one else can use it and access your money. Keep a record of your bank's 24-hour telephone number handy at all times, just in case you lose your card. Ask your bank for the number if you don't know it. (Source: Australian Bankers' Association Inc.)

### EFTPOS

EFTPOS stands for Electronic Funds Transfer at Point of Sale, and is usually found in supermarkets, petrol stations, restaurants, doctors' surgeries, and gyms. Instead of paying with cash, you can use your ATM card to pay for goods and make payments through EFTPOS. When you use EFTPOS at some stores, you can also withdraw cash from your account. Some retailers limit the amount of cash that can be withdrawn based on how much is spent in the store.

To access your account when you pay by EFTPOS, you also need your PIN. Keeping the PIN confidential and never giving it to anyone else follows the same rules. If you enter your PIN, make sure no one is watching you. Using an ATM is explained above.

### Paying Bills

The majority of bank accounts offer a variety of options for paying bills. Most transaction accounts and savings accounts allow you to pay bills electronically (e.g., by telephone banking, Internet banking, or by direct debits) if your account has a chequebook.

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If you use direct debits for everyday bills, be sure you have enough money in your account to cover the cost of the debit before you use them. Make sure your direct debit payments are scheduled to come out of your account after your pay or allowance goes into your account, otherwise you might end up with an overdrawn account or a dishonoured payment - both of which can cost you money.

### **Fair Work Ombudsman**

#### ***When should I contact the fair work ombudsman?***

When you're working in Australia, whether on a WBT/Internship placement or on your own, the Fair Work Ombudsman (FWO) can help you understand your rights and responsibilities. In addition, you can ask the FWO for help in resolving issues regarding your salary and other entitlements at work.

#### ***International Student Study Visas***

The Australian minimum wage and entitlements apply to all workers, including international students. It is the same regardless of whether an international student has violated their visa.

In order to support and encourage international students to get the help they need, the FWO and the Department of Home Affairs have agreed not to cancel the visas of students who:

- had an entitlement to work as part of their visa
- believe they have been exploited at work
- have reported their circumstances to the FWO
- are actively assisting the FWO in an investigation

This applies as long as they:

- commit to abiding by their visa rules in the future; and
- have no other grounds for visa cancellation (such as on national security, character, health or fraud grounds)

FWO's assistance can avoid the cancellation of a student's visa if the above conditions are met and the Department of Home Affairs requests it. If you believe that you've been exploited at work, it's absolutely okay to speak up and ask for help.

#### ***I need more information***

Students can call the Fair Work Infoline or access the following Fair Work Ombudsman links for further assistance or information:

- Fair Work Infoline – Tel: 131394 (or 131450 for the interpreter service)
- International Students: [www.fairwork.gov.au/internationalstudents](http://www.fairwork.gov.au/internationalstudents)
- Student placements: <https://www.fairwork.gov.au/pay/unpaid-work/student-placements>
- Unpaid Work Vocational Placements: [https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/unpaid-work/unpaid-work#vocational\\_placements](https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/unpaid-work/unpaid-work#vocational_placements)
- Information for Visa holders and Migrants: <https://www.fairwork.gov.au/find-help-for/visa-holders-and-migrants>
- Pay and Conditions Tool: [www.fairwork.gov.au/pact](http://www.fairwork.gov.au/pact)

### **Overseas Students Ombudsman**

#### ***How to make a compliant with Overseas Students Ombudsman***

An overseas student's complaint against a private education and training institution in Australia can be investigated by the Overseas Students Ombudsman (OSO). There is no charge for using the Ombudsman's services. He is independent, impartial, and free of charge. Visit their website to learn more about this service.

<http://www.ombudsman.gov.au>

Telephone: 1300 362 072

Enquiries 9.00am, - 5.00pm (Monday to Friday, Australian Eastern Standard time)

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Here are some things you should know about the Overseas Students Ombudsman's external review process.

- In Australia, you have the right to complain and appeal.
- The Overseas Students Ombudsman's services are FREE.
- In some cases, the Ombudsman may decide not to investigate your complaint and appeal. This might happen where another organisation can help you, or you have not spoken to your provider about your complaint.
- If the Ombudsman decides not to investigate, they will tell you why and refer you to another organisation that can help.
- The Ombudsman is independent and impartial. If they do decide to investigate your complaint and appeal, they will contact Auscare and ask us what happened.
- They will treat your information with privacy and respect, and collect, store, use and disclose your personal information only in accordance with Australian privacy laws.

If they find that your education provider has made a mistake or acted unfairly, they may ask Auscare to:

- apologise to you
- change or reconsider a decision
- change their policies or procedures
- take some other action

If the internal and/or external complaint handling or appeal process results in a decision that supports the student, Auscare must immediately implement any decision and/or corrective and preventative action required and advise the students of the outcome. The final outcome of an external appeals process must be abided to by both parties. How to make a complaint with the Overseas Students Ombudsman Online: [www.ombudsman.gov.au](http://www.ombudsman.gov.au)

**Telephone:** 1300 362 072 (calls from mobile phones at mobile phone rates).

+61 2 6276 0111 (outside Australia)

Hours : 9.00am - 5.00pm (Monday to Friday, Australian Eastern Standard time)

**Interpreter Service:** Call the Translating and Interpreting Service (TIS) in Australia on 131 450, outside Australia call +61 3 9203 4027. They will pay for the interpreter.

### **Independent International Student Conciliator (Perth)**

At the West Australian Department of Education and Services, the Independent International Student Conciliator will deal with:

- services and facilities,
- content and standard of Education Services - amount of refunds paid to students,
- quality of instruction,
- academic progress of students,
- the conduct of Full Fee-Paying Overseas Students,
- welfare services - information concerning part-time employment opportunities,
- accommodation provided by or advertised by an institution,
- suspension and expulsion of overseas students, and
- any other matters deemed appropriate by the Conciliator.

The processes and practices used by the Conciliator include:

- hearing grievances from Full Fee-Paying Overseas Students and from institutions with Full Fee-Paying Overseas Students,
- mediating and conciliating the resolution of grievances,
- chairing informal groups representing particular sectors of the industry where grievances are of a nature that they require particular expertise and knowledge,
- advising students and institutions of further legal channels available to them,
- liaising with institutions on matters concerning the provision of pastoral care and counselling for Full Fee-Paying Overseas Students offered by the institutions,
- liaising with institutions on the procedures for resolving grievances offered by the institutions,

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- liaising with relevant welfare agencies and other relevant bodies on matters which concern or may concern Full Fee-Paying Overseas Students, and
- maintaining a public relations function with institutions and agencies on matters which concern or may concern Full Fee-Paying Overseas Students.

To make an appointment with a Conciliation Officer, phone or email:

Telephone: (08) 9441 1900

Email: [conciliation@des.wa.gov.au](mailto:conciliation@des.wa.gov.au)

### Using Education Agents

You can enroll directly with Auscare via our International Student Enrolment Application website once you have decided to study in Australia. You can, however, use an Education Agent if you need assistance with enrolment/admittance or Australia visa applications

The Education Agent can assist you in learning more about your study and living options in Australia. They can also assist you with your visa application and Auscare Education enrolment. It is common for agents to have previously studied in Australia and can share their own experiences with you. Furthermore, since they deal with enrolment applications and visa application requirements every day, they can provide you with guidance.

All Education Agents Auscare engages for the purpose of recruiting international students have Third-Party Agreements. Listed on our website are all Auscare education agents. Visit our website at [www.auscargroup.com.au](http://www.auscargroup.com.au) for more information.

### Consumer Protection

The Australian consumer protection framework protects the rights of Australian consumers, including international students. Among other things, the Australian Consumer Law ensures consumer rights when purchasing goods and services. Contact your state or territory's trade and consumer agency if you:

- Would like to learn more about your consumer rights.
- Have a problem with a consumer good or service you purchased or are considering purchasing.
- Want to know how businesses should behave legally.
- Would like to complain about a business.

Find out which government agency is responsible for where you live and study by visiting [www.australia.gov.au](http://www.australia.gov.au) or [www.consumerlaw.gov.au](http://www.consumerlaw.gov.au).

### Tips for Personal Safety

- Wherever possible, travel with a group or companion.
- Avoid wearing headphones when walking alone. Hearing what is happening around you is important.
- Keep valuable items out of sight when travelling on public transportation, including mobile phones, laptops, and iPods.
- Travel in the front carriage of the train near the driver during non-peak times and at night. Don't travel in empty carriages when possible.
- Make sure you check the Public Transport timetable in advance. Stay away from public transportation hubs and platforms where there are long waits. Stay in well-lit areas or near open shops if there is a long wait.
- Avoid short cuts through dark and isolated areas, even if that means your trip takes longer.
- Ask police for help if you feel threatened on the street. If you feel threatened, you should go to a shop or house with lights on (at night).

## Safety When Carrying Money

When carrying money, you must follow these fundamental rules:

- Carry as little cash as possible!
- Do not advertise that you carry cash!"
- Separate your money and keep it in different pockets (front pocket, coat pocket, shoes, etc.).
- Always keep your wallet in a front pocket.
- Don't carry money in your back pocket or rucksack.
- Create a small money pocket by sewing one into a trouser, shirt or bra cuff.
- Put your credit card and debit card in separate places. Keep valuables and money out of lockers.
- Don't allow someone to slip their hand inside your handbag, and do not carry it openly.

See the Study in Australia website for more information: [www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/personal-information](http://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/personal-information)

## Scams

In scams, people are exploited by taking advantage of their trust in authorities and their fear of doing wrong. There can be a variety of emotions victims can feel, such as helplessness, humiliation, anger, and guilt, but it's important to know you are not at fault and there is help available.

In the event you believe someone is attempting to scam you, or you have already been scammed, the Australian Federal Police advises you to stop all contact with the scammer and contact your local police or consulate right away.

Here are some tips from the Australian Federal Police (AFP) on how to protect yourself:

- You should not respond to cold calls from someone making threats about arrest or deportation. Do not send any money to them. Call your local police and hang up as soon as possible.
- Credit card and online account information should never be given over the phone unless you trust the caller.
- Contact your bank or financial institution as soon as possible if you suspect that someone has accessed your bank account information.
- Always assume that uninvited contacts from individuals or businesses, whether over the phone, by mail, fax, email, in person or on social networking sites, may be scams.
- If you are concerned about your identity being compromised, you can contact IDCARE (Australia and New Zealand National Identity and Cyber Support Service). You can contact them online or by phone: 1300 432 273.

'Scamwatch' provides information about scams in several languages. Visit the following websites for more information:

- AFP website [www.afp.gov.au](http://www.afp.gov.au)
- Scam Watch website [www.scamwatch.gov.au](http://www.scamwatch.gov.au)
- IDCARE website [www.idcare.org](http://www.idcare.org)

If you need assistance, you can contact one of our Student Support / Admin Staff.

## Information about other useful topics

You can find more information relating to your stay in Australia at these websites:

[www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au)

[www.mscwa.com.au](http://www.mscwa.com.au)

[www.studyperth.com.au](http://www.studyperth.com.au)

## TRAINING AND ASSESSMENT

### Vocational Education and Training (VET) Introduction

The purpose of vocational education and training (VET) is to provide students with the skills and knowledge required for employment. VET courses can help you advance your career, train for a new job, upgrade your skills, or pursue further studies. The Auscare offers courses in healthcare, community services and business management.

### Delivery of training

Auscare is registered as an Australian Training Organisation (RTO), responsible for maintaining quality standards in training and assessment, and issuing national certification documentation under the AQF (Australian Qualifications Framework). The Australian Government stipulates these standards in the relevant training packages ([www.training.gov.au](http://www.training.gov.au)) as well as the Australian Qualifications Framework (AQF) (available online).

### Learning Structures:

For weekly attendance of 4 hours, students must complete (Structured - Online Learning Activities). Your trainer/assessor will monitor your daily activities and mark your weekly attendance on the basis of your progress each week.

In the Auscare-LMS, trainers and assessors will provide assessment, submit and mark assessment tasks.

### Un-Structured Learning:

In the unit of competencies, students must prepare and follow-up (Unstructured Learning - Student Workbook) to conduct research, develop, and finalize assessments. Auscare Trainer/Assessor will refer to and review student workbook in class.

Provide access to the Student Workbook using PowerPoint (PowerPoint Resources). Students will be able to develop their own learning experience and engage in active learning that improves their knowledge and skills related to the unit.

### Self-directed Learning

Students have access to private study, research and development (useful videos) and web-linked resources and activities.

### Training Structures

Trainer/Assessor will have access to AUSCARE-Trainer's Material, including mapping documents, delivery plans, and training materials.

- **Supervised Face to Face Learning and Assessment\***

Minimum of 20 scheduled class hours per week in classroom learning and assessment, including training delivery and assessment; involvement in group activities, class discussions, role-plays, observations, guest lectures, excursions, and completing assessments (projects and work tasks).

- **Unsupervised Learning and Assessment**

Activities for unsupervised learning and assessment, include online research/forums, workshop activities, assignments (projects and work tasks); prescribed readings and follow-up activities; self-paced structured workplace learning/experience.

\*Face to Face includes training in our simulated/real Employer workplace environments.

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Course Schedule					
CRICOS Code	Course Code and Title	Study Mode	Fee		Duration
			Tuition	Material	
112706A	CHC33021 Certificate III in Individual Support	Face to Face	AUD 4,000	AUD 450	31 Weeks (26 study weeks + 5 weeks break) Includes 120 hours work placement and 4-6 hours of self-study each week
112707M	CHC52021) Diploma of Community Services	Face to Face	AUD 15,000	AUD 650	80 Weeks (70 study weeks + 10 weeks break) Includes 240 hours work placement and 4-6 hours of self-study each week
112345	CHC60215 Advanced Diploma of Community Sector Management	Face to Face	AUD 6,500	AUD 450	52 Weeks (40 study weeks + 12 weeks break) Includes 4-6 hours of self-study each week
112344M	BSB50420 Diploma of Leadership and Management	Face to Face	AUD 8,500	AUD 450	52 Weeks (40 study weeks + 12 weeks break) Includes 4-6 hours of self-study each week
112347H	BSB60420 Advanced Diploma of Leadership and Management	Face to Face	AUD 8,500	AUD 450	52 Weeks (40 study weeks + 12 weeks break) Includes 4-6 hours of self-study each week
112346J	BSB80120 Graduate Diploma of Management (Learning)	Face to Face	AUD 21,000	AUD 900	104 Weeks (00 study weeks + 00 weeks break) Includes 4-6 hours of self-study each week

### Assessments and Assessment Outcomes

Auscare will provide you with a Unit Assessment Agreement Form and an Assessment Cover Sheet at the beginning of each unit of competency. Students will be provided with clear and detailed information about the assessment requirements for each relevant unit in these documents, including the type of assessment and delivery methods for each assessment activity, the due date for each assessment activity, and the number of assessment activities that must be completed in order to demonstrate satisfactory competency in the relevant unit.

As a Registered Training Organization, Auscare has implemented an assessment system that ensures assessments are conducted according to the following Principles of Assessment, Rules of Evidence and relevant training package requirements:

Principle of Assessment	
Validity	<p>An assessment decision of the training provider is justified, based on the evidence of performance of the individual student.</p> <p>Validity requires:</p> <ul style="list-style-type: none"> <li>• Assessment against the unit(s) of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance</li> <li>• Assessment of knowledge and skills is integrated with the practical application</li> <li>• Assessment to be based on evidence that demonstrates that a student could demonstrate these skills and knowledge in other similar situations, and</li> <li>• Judgement of competence is based on evidence of student performance that is aligned to the unit(s) of competency and associated assessment requirements.</li> </ul>

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<b>Principle of Assessment</b>	
Reliability	Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.
Flexibility	Assessment is flexible to the individual by: <ul style="list-style-type: none"> <li>• reflecting the student's needs</li> <li>• assessing competencies held by the student no matter how or where they have been acquired, and</li> <li>• drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.</li> </ul>
Fairness	The individual student's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by the training provider to consider the individual student's needs. The training provider informs the student about the assessment process and provides them with the opportunity to challenge the result of assessment and be reassessed if necessary.
<b>Rules of Evidence</b>	
Validity	The assessor must be assured that the student has the skills, knowledge, and attributes as described in the unit of competency and associated assessment requirement.
Sufficiency	The assessor must be assured that the quality, quantity, and relevance of the assessment evidence enable a judgement to be made of a student's competency.
Authenticity	The assessor must be assured that the evidence presented for assessment is the student's own work.
Currency	The assessor must be assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

### Assessment Methods

Our assessment methods at Auscare include:

A = Observation	Real work/real-time activities at the workplace, Work activities in a simulated workplace
B = Structural Activity	Simulations, Role-plays, Projects, Presentations, Activity sheets
C = Questioning	Written questions, Interviews, Self-evaluation, Verbal questioning, Case studies, Scenarios
D = Student Evidence	Portfolios, Collections of work samples/research, Products with supporting documentation, Historical evidence, Journals/logbooks, Information about life experience
<b>E = Product Review</b>	Products as a result of a project, Work samples/products
F = Third Party	Testimonials/reports from employers/supervisors, Evidence of training, Authenticated prior achievements Interviews with employers, supervisors or peers

In each assessment, the outcome is either S = Satisfactory or NS = Not Satisfactory. For a unit of competency to be considered competent, you must satisfactorily complete all assessment activities/requirements. A student who fails to submit a scheduled/required assessment (by the due date) will be marked as DID NOT SUBMIT (DNS), equivalent to a Not Satisfactory (NS) for course results.

As a result, if you do not achieve Satisfactory (NS) in any of your assessments, you will not be considered competent for that unit. All required units (core and electives) must be completed to achieve a Qualification (Certificate or Diploma).

A Statement of Attainment (not a qualification) will be issued if you are unable to achieve competency in all required units of the course.

***For more information, please refer to the Auscare Policy and Procedures for the Issuance of AQF Certification.***

### **Assessment Submission Guidelines**

All assessments conducted at Auscare are governed by the Assessment Submission Guidelines. Every assessment document contains a 'Unit Cover Sheet' that must be signed by each student to confirm that the student understands the information and requirements outlined in the document. Students' assessments will not be accepted for marking unless the relevant Assessment/Unit Cover Sheet has been completed and signed. Auscare requires this for all units of competency.

### **Retention of Assessments**

Every student must retain a second copy of every assessment they have submitted. Any lost or stolen student assessments are not the responsibility of Auscare. Students may be required to provide a copy of their original assessment/s for a specific unit at any time, including after the assessment has been marked.

### **Assessment Re-Submission**

A student who has not successfully achieved a "Satisfactory" outcome for their scheduled Re-Submitted assessment (2nd assessment attempt) activity or task will not be marked with an assessment outcome of "Satisfactory". As a result, the trainer will provide the student with relevant, appropriate feedback and guidance as well as opportunities for support in person or by email on any areas that require further action/response from the student, as well as inform the student of the outcome of the assessment activity.

After that, the Trainer will provide the student with a final Re-Assessment (3rd assessment attempt) opportunity in writing (email is acceptable). A Final Re-Assessment (3rd assessment attempt) opportunity is due at the end of the 2nd week of the next term break.

The student will be informed of the cost associated with undertaking a "Re-Assessment" activity or task/s and be instructed that the Re-Assessment must be scheduled and paid for in advance by the student through Auscare Student services / Administrative staff/Reception. The Re-Assessment will take place during the student's NEXT term break.

***It is important to note that after the "Re-Assessment" period, students will not be eligible for any further assessment extensions.***

Trainers will record the Student's Re-Submission (2nd Assessment Attempt) outcome via the Auscare Competence Record Form.

Due date for re-assessment fee is the last day of the 2nd week of students' term break next year (3rd/Final Assessment).

The fees to be charged

- Each Written/Knowledge/Theory Assessment = AUD \$50 per assessment,
- Each Practical, Observation/Demonstration Assessment = Costs may vary depending on actual costs associated with conducting the required practical).

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When a student fails to achieve a "Satisfactory" assessment outcome in their Final (3rd assessment attempt) 3rd assessment attempt, or fails to submit relevant assessments by the designated due date for marking, the student will receive relevant and appropriate feedback, guidance, and support opportunities from their Trainer in person or written, including via email, on areas that remain unsatisfactory.

The assessment result for a relevant unit of competence (for example, a Business course) will be "NYC" (Not Yet Competent), "DNS" (Did Not Submit) or "DNA" (Did Not Attend) if the student does not achieve a "Satisfactory" outcome for all assessment requirements.

**NOTE: Students must ensure that the "Re-Assessment" fee is paid and that they have booked their attendance for the re-assessment before attending their final or re-assessment.**

In the event that students do not achieve a Competent C in the relevant unit they are enrolled in OR receive an Assessment Outcome of Not Satisfactory in the relevant Subject/Cluster of units they are enrolled in, they will have to re-enrol in the relevant unit/s or subject/cluster as "NYC" or "NS". Students can find re-enrolment fees on the Auscare website, in the International Student Handbook, or through Student Services/Admin/Reception.

On the appropriate Auscare Competence Record Form, the Trainer will record the student's 3rd/final assessment outcome or result.

### Re-Enrolment Fee

Students must demonstrate their competency by submitting assessments within five (5) weeks of completing the unit. You will be deemed Not Yet Competent (NYC) for a unit if you have not submitted your assessments (first submission).

Fees for this service are as follows:

- \$150 per week (for units less than a week)
- For units of more than one week (Depending on cost per unit per week)

### Submitting your assessment

Students are required to submit their assessments through the Auscare learning management system (relevant to the Course they are enrolled in).

### Assessment Readiness

Students who attend more than 60% of scheduled classes are considered assessment ready. Trainers should not accept assessments from students who do not meet assessment readiness criteria.

### Assessment Retention Requirements

All completed student assessment resources and materials should be securely retained by Auscare for a period of six months after the judgement of competence has been made or as agreed with ASQA (if applicable).

### Written / Theory Assessments Submission Guide

- Text - Font Type- Arial or Times New Roman, Font Size: 12, Spacing: 1.5
- Titles - Font Type- Arial or Times New Roman, Font Size: 12
- Header - Font Type: Arial, Font Size: 9,
- Header Content: Auscare and Unit Title
- Footer: Font: Arial, Font Size: 9
- Footer Content: First Name/ Family Name / Student ID / Date: dd/mm/yy

Students at Auscare are assessed according to industry standards and requirements to ensure their readiness for industry. Documentation that is work ready in terms of format, presentation, and consistency is a key aspect of our assessment process. Students are expected to follow the required standard according to the course level/type they are enrolled in.

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## References (Preferred)

The following information must be included in references:

- From a book: Book title, author, year published and Page No.
- From a newspaper: Newspaper Name, Issue No. Date and Page No.
- From the internet: Website address, Author (if available), Date downloaded

## Academic Deceit

**Definition:** Academic Deceit is the deliberate use or attempt to use illegal resources from the Trainer or others. The rules governing the Assessment process prohibit the use of evidence or study aids such as mobile phones, hand-written notes, replicating another student's work, submitting prepared work to an in-class exam, or representing projects created by another as one's own work.

The act of facilitating academic deceit is the deliberate or knowingly assisting another to commit academic fraud.

Auscare considers plagiarism and/or cheating a serious breach of student conduct and won't tolerate it. Cheating and/or plagiarism are defined as:

- Making use of another's work (with or without their permission) as your own
- Using someone else's work without acknowledgment may also violate copyright laws
- Assessing and/or presenting your own assessment and/or evidence in an exact and/or partially duplicated manner
- Submitting your work knowingly to another student
- Copying full or partial sentences and/or paragraphs from different sources
- Submitting substantial copies or extracts from books, articles, theses, unpublished work, such as working papers, seminars and conference papers, internal reports, computer software, websites, lecture notes or tapes, without clearly indicating their source or origin
- Using notes, a mobile device, input from others, or other unauthorised resources without permission during a summative assessment
- Contributing to the assessment/evidence presented as your own/individual work (implicitly or explicitly) by having another person help you out
- Taking assessment documents or assessment guides from Auscare
- Using a transcript or idea as a model
- Other persons helping in creating assessment/evidence without the trainer's express consent, knowledge, or consent
- Having someone else prepare your assessment work and/or submit your evidence
- Downloading from the internet and submitting the contents as your own.

In cases where plagiarism or cheating has been identified in a student's assessment or evidence, Auscare will contact the student individually and invite them to an Intervention Meeting to discuss the findings, evidence and seek feedback from the student. When plagiarism and/or cheating are confirmed, one or more of the following actions, fees, or penalties may apply:

### 1st Offence

- The student was issued a written warning and required to meet with Student Support/Admin Staff Officer (SSO),
- The student must pay an administrative fee of \$50,
- The student should request permission to re-evaluate the assessment and/or evidence,
- Trainers and/or SSOs confirm approval for RE-ASSESSMENT, confirm in writing the new set assessment due date.
- Student must pay the Auscare RE-ASSESSMENT Fee for each assessment/each week (refer to the above Re-Assessment Fees).

### 2nd Offence

- A second written warning was issued, and the student was required to meet with the SSO,
- A \$50 administrative fee must be paid by the student.
- The student must request permission to reenroll in the relevant unit of competence, and
- Each unit requires the student to pay the Auscare RE-ENROLMENT Fee. Please refer to the above list of re-enrolment fees.

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### 3rd offence

- Auscare may take action if a student has been found to have submitted assessment/s and/or evidence that is plagiarised, or if the student has cheated for the third or more time. In such cases, Auscare may issue the student with a Notice of Intent to Cancel Enrolment, which includes information that will be forwarded to the appropriate government agency

**Note: Auscare trainers must report suspected plagiarism and cheating incidents to the Student Support Manager and Academic Coordinator for further review and action.**

### Assessment Results

Students can access Assessment Results (Assessment Outcomes) and Unit/Module Results (Training Outcomes) via their LMS student portal or by contacting Student Services / Admin. Result guide times are as follows:

Course Level	Timeframe
Certificate	Within four (4) weeks after the unit's end date or the assessment's due date, whichever comes later.
Diploma	Within four (4) weeks after the unit's end date or the assessment's due date, whichever comes later.
Advanced Diploma	Within four (4) weeks after the unit's end date or the assessment's due date, whichever comes later.
Graduate Diploma	Within four (4) weeks after the unit's end date or the assessment's due date, whichever comes later.

Auscare will provide you with your results either in person or via your Auscare email address with specific feedback, including information about any gaps. Whenever necessary, this communication will also include re-submission instructions. In cases where assessments are submitted late (after the due date), please allow four (4) weeks for the results to be made available. Regularly checking your results is your responsibility.

For any reason, we will send you an email if we cannot meet these guide times. Please contact our Student Support / Admin Staff or the Executive Principal with any specific questions or concerns.

An appeal can be filed against an assessment decision. You can find Auscare's Complaints and Appeals Policy on our website.

### Assessment Support Sessions

Studying can be both exciting and challenging. Auscare offers FREE Assessment Support/Tutoring classes to its students. During these weekly sessions, students are able to gain additional support in completing their assessments. Our staff and trainers provide ongoing student support during courses and study in addition to the sessions, which are optional. Those who cannot attend these sessions but wish to meet with our Executive Principal should contact our Student Support/Admin Staff to make an appointment.

Course	Date	Venue	Time
BSBCMM511 Communicate with influence (Sample Only)	Monday 17/07/23	Perth Campus	10am

\*Date and time are subject to change. Please check with Student Support / Admin Staff.

## Support Guidelines

The following guidelines are provided for your reference:

Support and counselling regarding students' welfare and academic progress are always free.

If a student presents a valid medical certificate for an absence on a scheduled assessment day, no reassessment fee will apply.

Reassessment fees must be settled in advance and a receipt must be shown to the trainer before the reassessment can commence

## Auscare Complaints and Appeal Policy and Procedure

As soon as possible after the effective date of the incident or decision, students who are dissatisfied with how they were assessed and/or with the outcomes or results recorded for them should communicate their dissatisfaction with their relevant trainer.

Students may submit a Complaints and Appeal Form if they are unable to resolve the issue informally. The appeal must be filed within 20 calendar days of the initial event/decision.

Upon completion of the Auscare Complaints and Appeals Form, students are required to submit this completed form to Student Support / Admin Staff in person at an Auscare reception or by email to: [studentadmin@auscare-group.com.au](mailto:studentadmin@auscare-group.com.au).

When a student is not satisfied with the outcome of their complaint/appeal or is not satisfied with the outcome, they must be informed that within 10 working days of receiving the outcome they may access an external complaint/appeal handling process by contacting the Overseas Student Ombudsman by email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

You can find more information regarding Auscare's complaint and appeal process on the Auscare website.

## Unit Credits/Exemptions

### **Recognition of Prior Learning (RPL)**

In order to be eligible for recognition, you must meet the units of competency or qualifications of modules within the training and assessment program, as well as your previous educational, work and life experience.

In order to be assessed for recognition of skills and knowledge, you will need to provide evidence that supports your claim. The evidence might include certificates from other training organizations, letters from employers, job descriptions, resumes, or outlines of previous training.

If you are interested in applying for RPL, contact Auscare to learn more about your options for skills assessment and recognition. The Application for Recognition Form will be sent to you, which you will need to complete and return. Your application will be discussed in an appointment.

It is important to note that adjustments to course fees can only be calculated if an Application for Recognition is submitted prior to the beginning of studies.

AQF Qualifications and Statements of Attainment issued by other Registered Training Organisations will be recognized by Auscare see Credit Transfer below for details.

If you receive Recognition of Prior Learning, it may reduce your overall study time; any changes will be updated in PRISMS and reported to The Department of Home Affairs (DHA), which may have an impact on your student visa.

## Credit Transfer

You can transfer credit if you have completed units of competencies from a current or previous training program that are comparable (through a mapping process) to those you are about to complete or are already enrolled in.

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For credit transfer applications, complete the Application for Recognition Form (found online or from Student Support/Admin Staff) and provide copies of the relevant certifications/evidence (e.g. Statement of Attainment or Qualification).

Whenever possible, students should submit their credit transfer applications before beginning the relevant enrolled course or unit.

Credit Transfers approved for one or more units do not require re-enrolment or re-completion of such units.

Students holding AQF qualifications and/or Statements of Attainment issued by another RTO can receive credit under Auscare's RPL and Credit Transfer policy.

Applicants who complete the RPL/Credit Transfer application correctly will be assessed and informed of the outcome in writing within ten working days of submission of all supporting documentation. Any additional information required to support your application will be notified to you in writing.

For international students, full-time study is a condition of your visa. The National Code 2018 (standard 11) defines full-time study as 20 scheduled course contact hours per week for VET courses. Auscare must report any change of course duration via PRISMS to The Department of Home Affairs (DHA).

***Note: Please note that if Auscare grants you course credit before your Student Visa is granted, it will appear on your Confirmation of Enrolment. Upon approval of your Student Visa, Auscare will send you a report indicating any course length reduction. If Auscare adjusts your course duration on PRISMS, your visa may be affected.***

The RPL or Credit Transfer application will be responded to by Auscare within 15 working days or as soon as possible in exceptional circumstances. Before the recognition/credit transfer can take effect, you must acknowledge in writing your acceptance of the RPL/CT. Your personal file will contain a record of your acceptance.

#### **Issuance of AQF Certification (Qualification or Statement of Attainment)**

Qualifications can only be issued to students who have been deemed competent in all core and elective units required for their course. A Statement of Attainment will be issued to students who have not been deemed competent in all units of competency.

As part of the verification and processing of certificates, Auscare will complete the Certificate Issuance Checklist as well as the Approval or Statement of Attainment (Award) form.

- Award/Certificate documentation preparation may take up to 10 working days. When it is ready for pickup, Auscare will send students an SMS.
- There will be no award documentation prepared if there are outstanding fees, so students are advised to pay all outstanding fees before applying.
- The Award documentation will not be provided to third parties, including parents, spouses, etc., unless they are nominated or formally advised.
- In order to enrol in Auscare, students who have studied in Australia since January 2015 will need to provide their USI (Unique Student Identifier) number prior to starting their studies. If the student has not provided their USI, Auscare will not issue a student certification - qualifications/statement of attainment (award). Occasionally, you may be eligible for an exemption. If you receive an exemption, please provide Auscare with the exemption notice letter. Visit [www.usi.gov.au](http://www.usi.gov.au) for more information about applying for a USI

Distribution/collection of Certification methods

- Postage to international destinations is \$30.
- Collecting from Auscare is free.
- Complete the Student Authorisation Form with the details of the person who will collect the award

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We will make every effort to package the Award properly to prevent damage, but we will not be held liable for damage caused during postal delivery.

## POLICIES AND PROCEDURES

### **Auscare Code of Conduct**

Our goal at Auscare is to provide a harmonious and enjoyable learning environment where everyone respects each other's beliefs, feelings, personal space, and property without condition.

As a student of Auscare, you have agreed to adhere to the Auscare Code of Conduct.

As outlined below, the Code of Conduct for Auscare is applicable. You can also access it from the College website at: [www.Auscare.wa.edu.au](http://www.Auscare.wa.edu.au). It was also included in your pre-enrolment application documentation.

The following principles and standards must be upheld and abided by by all students enrolled at Auscare. The students will:

- maintain integrity and honesty
- respect other people's rights to hold different views and opinions
- respect the beliefs, nationalities, religions, ages, associations, and genders of other people
- use language that is not offensive
- make sure that your study and work environment is free of interruptions
- maintain a high level of professionalism on campus and at workplace training organizations
- maintain a satisfactory course progress and/or attendance record
- do not cheat or plagiarize
- ensure trainers can deliver course content without being interrupted or disturbed unnecessarily
- dress according to Auscare's dress code and uniform policies
- observe Auscare's No Smoking, No Alcohol, No Drugs policy
- keep Auscare's reputation high
- ensure accurate and timely notification of information required by Auscare to make appropriate decisions about their continued enrolment in the college
- follow the guidelines and policies outlined in the Auscare International Student Handbook and on Auscare's web site
- ensure that you comply with the requirements of your Student Visa
- use social media or other facilities for communication, socialising or networking that should be done professionally

The Code of Conduct of Auscare and the International Student Handbook are updated annually. Students at the Auscare are encouraged to contribute to improving the Code of Conduct, guidelines, and processes. You can offer your feedback via the Auscare Feedback Form or via the Auscare's website or reception desk by contacting Student Support / Admin Staff.

Those students who violate the Auscare Code of Conduct or their visa requirements will be dealt with in accordance with this handbook's 'Student Discipline' process. It is important that students notify the Student Support / Admin Staff of any known breaches either in person, or in writing (via email or documented/posted to the Auscare's Student Support / Admin Staff). Students who have been affected by a breach of the Auscare Code of Conduct should contact the Student Support / Admin Staff immediately.

If the Auscare intends to cancel a student's enrolment because of a violation of its Code of Conduct (including inconsistent progress), a Notice of Intention to Cancel will be sent to the student in question. Auscare will send all notices to the personal email account of the students registered with Auscare.

Students will be notified of the intention to cancel in the Notice of Intention to Cancel, as well as that their records will be reported to the Department of Home Affairs (DHA) (under the Migration Act 1958) and to the Department of Education, Skills and Employment (DESE).

In the Intent to Cancel Notification, students are given 20 business days to access Auscare's Complaints and Appeals Process. Auscare policy and procedures for Complaints and Appeals can be found on the Auscare website at: [www.Auscare.wa.edu.au](http://www.Auscare.wa.edu.au) or from Student Services or Admin Staff.

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### **Breaches Reporting**

It is the responsibility of both the staff and students at Auscare to maintain a harmonious learning environment. Students are encouraged to report excessive pressure, trouble, or pestering of staff or students, as outlined in the Auscare Code of Conduct. Reports of breaches can be submitted in writing or verbally so that the Auscare's management can investigate further.

### **Process**

Any breach of the Auscare Code of Conduct will be investigated as soon as it is identified/reported. A written notification will be sent to all parties involved.

Any documented compassionate/compelling circumstances will be considered by Auscare when reviewing breaches.

The Complaints and Appeals Form is available from the Student Support / Admin Staff, or can be accessed via our website if you are not satisfied with Auscare's decision.

Alternatively, you can lodge a complaint with the Overseas Students Ombudsman at 1300 362072 (<http://www.ombudsman.gov.au/making-a-complaint/overseas-students>).

### **Cancellation resulting from Breaches**

The College will issue a "Notice of Intention to Cancel" to students when it intends to cancel their enrolment as a consequence of a breach of its Code of Conduct. You will receive a copy of the Notice of Intention to Cancel by email to your personal recorded email account and by postal mail to your last known address.

The 'Notification of Intention to Cancel' will notify the student of the breach and inform the student that you may be cancelled from Auscare and as a result may be reported to the Department of Home Affairs (DHA) and the Department of Education, Skills and Employment (DESE), which may affect your Student Visa.

### **Deferring, Suspending or Cancelling your Enrolment**

In order to apply for a deferral, suspension or cancellation of a course, you need to complete the Course Variation Application Form (which can be found on the Auscare website or the reception desk at Auscare).

It is not valid to notify Auscare staff or agents verbally.

### **Definitions**

Deferral - Postponing the start of your course before it begins.

Suspension - Delaying your enrolment while you are taking a course.

Cancellation - Stoppage of enrolment in the course.

If you are an international student, it is important to understand that deferrals, suspensions, and cancellations may affect your status as an international student. Cancelling your enrolment may result in cancellation fees, and where applicable, it may affect your refund eligibility.

In order to make an informed decision regarding your application, please review the Auscare Refund and Cancellation Policy carefully. Your Letter of Offer included a copy of the Auscare's Refund and Cancellation Policy, which is also available on the Auscare's website or by contacting Student Services.

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Your enrolment can be deferred, suspended, or cancelled by yourself or Auscare. Applicants requesting deferment, suspension, or cancellation must submit their applications at least 14 days in advance, and they will be reviewed and processed within 10 working days.

According to Standard 9 of the National Code 2018 for international students, it states:

*“A registered provider may defer or suspend the enrolment of a student if it believes there are compassionate or compelling circumstances.”*

Students can request deferment or suspension of their studies when there are compassionate and compelling circumstances. Among them are:

- An illness or injury that prevents a student from attending classes, as documented by a medical certificate
- A bereavement of a close family member, such as parents or grandparents (where possible, a death certificate should be provided)
- An emergency travel requirement in the home country that has affected your studies as a result of political unrest or natural disasters in the home country
- Traumatic experiences can include:
  - Having been involved in or witnessing a serious accident;
  - Having witnessed or been a victim of a serious crime that has affected you (the police or psychologist should provide support)

### Right of Appeal

It is possible for you to appeal any decision made by Auscare deferring, suspending, or cancelling your studies. The enrolment of the student will be maintained until the internal and external complaints and appeals processes have been completed.

### Deferral of enrolment - Student initiated

A deferral of your course commencement can be requested by completing an Application for Deferment. Submit an Application for Deferment Form with evidence to Student Support / Admin Staff. Student Support / Admin Staff will then:

- Discuss your deferment request with the supervisor, student services, and administrative staff
- Discuss with you any changes in your training plan
- Provide a copy of the new study schedule and intervention strategy after the meeting, if granted
- Determine if your visa application for deferment will be affected
- Ensure the student record is updated as necessary
- Send the student a letter explaining the deferment details
- Keep a copy of all documentation on the student's file,
- Defer the enrolment by notifying the Department of Home Affairs (DHA) via PRISMS.

***Note: Deferring your enrolment may result in the loss of your refund for the current and subsequent terms. It is important to read the Refund and Cancellation Policy carefully so you can make an informed decision. Your letter of offer included the College's Refund and Cancellation Policy, which you can access via the College website or by contacting Student Services/Admin.***

Students who request a deferral for compassionate or compelling reasons will have two options. Through PRISMS, Auscare will notify the Department of Education, Skills and Employment (DESE) that it intends to:

- defer your enrolment without affecting the end date of your CoE. The deferment notice will be recorded in PRISMS; or
- defer your enrolment to a period that will affect your CoE's end date. Auscare creates a new CoE based on the anticipated return date when PRISMS automatically cancels your original CoE.

Your course attendance is not affected by a deferment of your studies. However, reporting a deferred study may affect your student visa. To find out if your visa will be affected, please contact the Department of Home Affairs (DHA) via [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au) or telephone 131 881.

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### **Suspension of enrolment - Student initiated**

If you wish to suspend your studies at the College, you must submit a written request to the CEO. You must submit your application for suspension at least 10 working days ahead of the requested suspension date (unless there are compassionate or compelling reasons). It is possible for a suspension to last for up to two study terms of 20 weeks.

**Note: If you suspend your enrolment, you may forfeit your refund for the current and subsequent terms.**

To make an informed decision, please read the Refund and Cancellation Policy carefully. You can find a copy of our refund and cancellation policy on the College website or by contacting Student Support / Admin Staff.

You will need to complete a Course Variation Application Form and submit it to the Student Services and Administration Staff, who will:

- Talk with the supervisor of the Student Services/Admin Department about your application for suspension
- Make sure you are aware of any changes to your training plan
- Provide you with a copy of the new training plan, if approved, after the meeting.
- Inform you whether your visa will be affected by your suspension application
- Make sure your student file is up-to-date
- Send you a letter explaining your suspension in detail
- Inform the Department of Home Affairs (DHA) via PRISMS that the enrolment has been suspended.

When a student initiates a suspension for compassionate or compelling reasons, one of two outcomes may result. Auscare will inform the Department of Education, Skills and Employment (DESE) through PRISMS that it intends to:

- Suspend your enrolment without affecting your CoE end date. PRISMS will record a suspension notice; or
- Suspend your enrolment for a period of time that will effect your CoE end date. The original CoE will be automatically cancelled by PRISMS, and the new CoE will be created by Auscare based on the intended date of return.

Your attendance at courses will not be affected by a suspension of your studies. It may, however, affect your student visa if you report a suspension of your studies. In order to determine if your visa may be affected, you are strongly advised to contact the Department of Home Affairs (DHA) via [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au) or via telephone 131 881.

### **Deferment of enrolment - Auscare initiated**

When the course does not commence in accordance with the signed agreement, Auscare may defer your enrolment.

Changes to the course details will be communicated to you, and you have the option of accepting the changes or requesting a refund, as stipulated in the Auscare Refund and Cancellation Policy. You can access these documents via the Auscare's website or by contacting Student Support/Admin Staff.

### **Suspension of enrolment - Auscare initiated**

When Auscare ceases to provide a course in accordance with your signed Student Agreement, your enrolment may be suspended.

Auscare will inform you of any changes to the course details and you will receive a refund, if applicable. This International Student Handbook explains Auscare's refund and cancellation policy. A copy of these documents can be found on the College's website or may be requested from Student Support / Admin Staff.

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### **Cancellation of enrolment - Auscare initiated**

- Auscare may cancel your enrolment if one of the following conditions applies:
- Breach of the Code of Conduct of Auscare
- Assault on a student or a member of staff
- Absence from class and/or failure to contact Auscare for 10 working days or longer
- Misbehaviour on the part of the student
- Course fees are not paid
- Expulsion may be possible for any behavior or serious breach of the Auscare Code of Conduct.

As a student, you have the right to access the Auscare Complaints and Appeals Process in the case of deferment, suspension, or cancellation not initiated by you.

Under Standard 9.3 (National Code 2018), the suspension or cancellation of a student's enrolment cannot take effect until the internal appeals process has concluded, unless the overseas student's health or wellbeing, or that of others, will be at risk. It is essential to record deferrals and suspensions on the Provider Registration Information Management System (PRISMS).

In the event that Auscare decides to defer, temporarily suspend or cancel your enrolment, it will notify you in writing via a 'Notice of Intention to Cancel/Suspend/Defer.' As outlined in the International Student Handbook, Auscare reminds you that a change in enrolment status may affect your visa, and that you have 20 working days to access Auscare's Complaints and Appeals process. A copy of these documents can be found on the College's website or when you contact Student Support / Admin Staff. Your student file will contain a copy of all correspondence.

Under Section 19 of the ESOS Act 2000, Auscare is required to notify the Department of Home Affairs (DHA) <https://www.homeaffairs.gov.au/> about changes to your enrolment or breaches of your visa conditions relating to academic performance and attendance if you do not wish to access the complaints and appeals process.

When you use the complaints and appeals process, the deferment, suspension, or cancellation won't take effect until you have completed the appeals process.

### **Complaint and Appeal Process**

Student complaints and appeals are handled by a transparent, fair and equitable procedure at Auscare, and if necessary, students are referred to an independent external body.

In accordance with National Code 2018 (Standard 10) and the ESOS Act, Auscare's complaint and appeal processes are as follows:

- This information is provided to the student during the enrolment application procedure and the Letter of Offer process, and is also available on Auscare website or on request from Student Services or Admin Staff.
- The information is confidential
- Free of charge

***Complaints and appeals should be initiated within ten (10) working days of the student filing a complaint and/or appealing.***

This process does not replace or modify any policy or procedure of Auscare, or any other responsibilities under other policies or statutes. There is no limitation on individuals' rights to take action under Australia's Consumer Protection laws. The procedure does not limit an individual's ability to pursue other legal remedies.

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## Definitions of Complaint

A complaint is an expression of dissatisfaction with Auscare's services, staff members, facilities or any other matter. There are two ways to lodge a complaint: formally or informally.

### Informal Procedure

- a Students can communicate with Auscare staff through verbal complaints, face-to-face meetings, telephone calls or by means of a third party (friend, family member, etc.).
- b Staff members will address your complaint and appeal promptly if it falls within their remit and authority. In all other cases, the staff member receiving your complaint or appeal will refer you to Student Services / Admin Staff.

### Formal Procedure

- a You can lodge a formal complaint and appeal by writing, telephoning, emailing, or through any other means.
- b You will be asked whether you wish to lodge a formal complaint and will be given a Complaint and Appeals Form or referred to a Student Support/Admin Staff Officer.
- c You will be informed about Auscare's complaint and appeal procedures by the Student Support/Admin Staff Officer, including:
  - Assuring you that you have the right to complain without fear of punishment or disadvantage,
  - Ensuring the matter remains confidential and that students have the right to view their submissions, reports, and outcomes during normal business hours with the Student Support / Admin Staff Officer.
  - Inquiring about the need for a translator,
  - Allowing you to present your case for FREE,
  - Providing you with information about your right to access:  
www.ombudsman.gov.au/making-a-complaint/overseas-students  
Telephone: 1300 362 072  
9:00am to 5:00pm (Monday to Friday, Australian Eastern Time)
  - Informing you that you are entitled to have a support person of your choosing accompany you at any relevant meetings,
  - Assuring you that Auscare will begin the complaint/appeal process within 10 days of the complaint/appeal being lodged,
  - Informing you of the outcome of your complaint/appeal in a written statement that includes the reasons for the outcome.
  - You will be informed of your right to lodge a complaint and appeal for external review if you are not satisfied with the outcome of the internal process
  - Informing you that Auscare is committed to maintaining your enrolment throughout the complaints and appeals process, including the external review process which will be conducted by the Overseas Students Ombudsman.
  - Informing you of the next steps after you submit a complaint or appeal.
- d If the Student Services or Admin Staff Officer is unavailable, the Manager, Student Services will hear you and make a note of your concerns.
- e The Student Support / Admin Staff Officer will collect information about your complaint. A case file is prepared by the Student Services / Administrative Staff Officer and presented to the Executive Principal for review.
- f Upon receiving your complaint, the Executive Principal makes a decision.
- g A draft letter is prepared by the Student Support / Admin Staff Officer and submitted to the Manager, Student Services for approval.
- h A written statement detailing the reasons for the outcome will be provided to you once a decision has been reached and approved. You are encouraged to acknowledge your satisfaction with the outcome, or else your intention to appeal to Auscare's external appeals process.
- i The relevant files will be updated, and the case will be closed if you are satisfied with the outcome.
- j You may appeal Auscare's decision to the Overseas Students Ombudsman if you are unhappy with the outcome.

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## Appeal

An appeal is a means of informing Auscare of your dissatisfaction with a decision. You can appeal a decision from Auscare about an assessment outcome, a complaint outcome, a decision not to defer/suspend/cancel your course, or any other decision Auscare makes. Appeals against assessment outcomes must be lodged within two weeks of receiving the original results. Other appeals should be filed as soon as possible.

Appeals may be made on the following grounds:

- Your assessment outcome was not accurately recorded by Auscare
- The circumstances are compassionate or compelling, or
- Auscare has not implemented its intervention strategy and other policies in accordance with its documented policies.

A reasonable cause for non-compliance can be compassion or compelling circumstances, such as:

- A medical certificate stating that the student was unable to attend class is required for serious illness or injury.
- In the case of bereavement of close family members - parents or grandparents (a death certificate is required)
- A major political upheaval or disaster in your home country necessitates emergency travel
- Involvement in or witnessing an accident can be a traumatic experience
- Involved in a crime or impacted by one (police report require

Please note that the following reasons are not compassionate or compelling:

- Attending or being part of a wedding party (in or out of Australia)
- Providing assistance to a friend or family member
- A description of the requirements of employers
- Mental health issues including stress and depression

## Appeal Procedure

You can lodge an appeal verbally with the Office of Student Services or in writing using the Complaints and Appeals form. You can complete this form with the help of the Student Support / Admin Staff Officer.

Student Support / Admin Staff will invite you to a meeting explaining Auscare's appeal process, including:

- Providing you with information about your right to appeal without fear of being disadvantaged or punished
- Assuring you that the matter will remain confidential
- Asking if you need a translator
- Allowing you to present your case for free
- Informing you of your right to be accompanied and assisted at any relevant meetings by a support person of your choice
- Informing you that Auscare will commence the appeal process within 10 working days of receiving your complaint or appeal
- After a decision has been reached, you will receive a written statement explaining the reasons for the decision. Informing you about your right to appeal to the overseas student Ombudsman (see section in this handbook)
- Assuring you that Auscare maintains your enrolment throughout the appeals process, including any appeals to the Ombudsman
- Following receipt of your appeal, you will be informed of the following steps:
  - Students / Admin Staff Officers investigate complaints and contact relevant staff to gather information.
  - The Student Support/Admin Staff Officer prepares a case file for the Executive Principal to review
  - The Executive Principal determines the outcome of your appeal.
  - Student services / administration staff draft a letter stating the outcome/resolution
  - Approval is requested from the Manager, Student Support / Admin Staff.
- Once the case is closed, you will be notified that the relevant files have been updated.

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Procedures outlined here are not intended to replace or modify any responsibilities that may arise under other policies, statutes, or laws. The procedures do not limit individuals' rights under Australian Consumer Protection Laws. Additionally, these procedures do not limit an individual's right to pursue other legal remedies.

A request for an appeal must be made within 10 days of receiving the original assessment outcome.

Appeals should first be discussed with your trainer - if you cannot resolve the matter, or do not wish to discuss it with your trainer, you may lodge an appeal in writing using the Auscare Complaints and Appeals form.

After an appeal is unsuccessful, the outcome may depend on the findings of the appeals process:

- In cases where the appeal shows that there was an error in recording your assessments, Auscare does not report the student and intervention is not required.

Where:

- The student chose not to appeal within 20 working days of receiving the complaint
- Withdrawing from the process is either the student's choice or
- If the appeal is unsuccessful, the decision supports Auscare.

In the event that your appeal is unsuccessful in relation to a 'Notice of Intention to Cancel' and/or 'Notice of Intent to Report', you will receive a 'Notice of the outcome' and your enrolment at Auscare may be cancelled, with the Department of Home Affairs (DHA) being notified via PRISMS. In addition, you will be informed of your rights to complain to the Overseas Student Ombudsman Australia at (Free call) 1800 117 000. You should inform Auscare of your intent to make a complaint/appeal to the overseas student ombudsman.

It is important that you continue your studies during the appeal process (wherever possible)

### **Student Discipline / Disciplinary Reasons**

In the event that Auscare's Code of Conduct is violated, Auscare will take swift action.

Students should report any violations of the Code of Conduct to Student Support / Admin Staff.

Staff at Auscare must report breaches to the Manager, Student Support / Admin Staff.

Breach investigations are conducted automatically for all breaches. There are several repercussions of breaches:

- Warning in writing
- Suspension from the class
- An apology requests
- Assisting with counselling
- Monitoring of student progress
- Mediation process.
- Supervised a withdrawal from class
- Enrolment cancellation

Auscare may decide to investigate a breach internally or involve students and staff depending on the severity of the breach.

Should the breach pose an immediate risk to students, staff, or the general public, Auscare will notify relevant authorities, including the Police.

If we decide to cancel your enrolment as a result of a breach of the Auscare Code of Conduct (such as unsatisfactory course progress and/or unsatisfactory course attendance), you will receive a notification via your personal email account as to why the enrolment will be cancelled. You may receive a COPY at your last known address as a courtesy.

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In the 'Notification of Intention to Cancel', you will be informed of your breach and that you are subject to cancellation. It may be reported to the Department of Home Affairs (DHA), which may affect your student visa.

### Examples of serious breaches

The following are examples of serious breaches

1. Participation and attendance are low
2. Fees that are not paid
3. Using plagiarism
4. A case of academic dishonesty

### Non-payment of fees

In accordance with your Offer Letter, tuition fees must be paid in advance and prior to the start of a study period (Term). Accommodation, living expenses, textbooks, uniforms, stationery, equipment, and external examinations are not included in tuition fees. A \$250 administration fee will be charged if fees are not paid by the due date.

A 'Notification of Intention to Cancel' will be issued if you do not pay your fees prior to the start of the course study period (Term). You will receive the Notice only via email.

You will have 20 working days to pay any outstanding fees or to appeal our decision to cancel your enrolment. Auscare may cancel your enrolment if we have not received your payment 20 working days after informing you of our intention to cancel.

In the event that you are experiencing difficulty paying your fees by the due date, please contact Auscare's Student Support/Admin Staff as soon as possible.

If fees have not been paid and/or a payment plan has not been agreed to, Auscare reserves the right to refuse access to training and assessments.

### Academic Deceit

Definition: Academic Deceit is the deliberate use or attempt to use illegal resources from the Trainer or others. The rules governing the Assessment process prohibit the use of evidence or study aids such as mobile phones, handwritten notes, replicating another student's work, submitting prepared work to an in-class exam, or representing projects created by another as one's own work.

The act of facilitating academic deceit is the deliberate or knowingly assisting another to commit academic fraud.

Auscare considers plagiarism and/or cheating a serious breach of student conduct and won't tolerate it. Cheating and/or plagiarism are defined as:

- Making use of another's work (with or without their permission) as your own
- Using someone else's work without acknowledgment may also violate copyright laws
- Assessing and/or presenting your own assessment and/or evidence in an exact and/or partially duplicated manner
- submitting your work knowingly to another student
- Copying full or partial sentences and/or paragraphs from different sources
- Submitting substantial copies or extracts from books, articles, theses, unpublished work, such as working papers, seminars and conference papers, internal reports, computer software, websites, lecture notes or tapes, without clearly indicating their source or origin
- Using notes, a mobile device, input from others, or other unauthorised resources without permission during a summative assessment
- Contributing to the assessment/evidence presented as your own/individual work (implicitly or explicitly) by having another person help you out
- Taking assessment documents or assessment guides from Auscare
- Using a transcript or idea as a model

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- Other persons helping in creating assessment/evidence without the trainer's express consent, knowledge, or consent
- Having someone else prepare your assessment work and/or submit your evidence
- Downloading from the internet and submitting the contents as your own.

In cases where plagiarism or cheating has been identified in a student's assessment or evidence, Auscare will contact the student individually and invite them to an Intervention Meeting to discuss the findings, evidence and seek feedback from the student. When plagiarism and/or cheating are confirmed, one or more of the following actions, fees, or penalties may apply:

### **1st Offence**

- The student was issued a written warning and required to meet with Student Support/Admin Staff Officer (SSO),
- The student must pay an administrative fee of \$50,
- The student should request permission to re-evaluate the assessment and/or evidence,
- Trainers and/or SSOs confirm approval for reassessment, confirm in writing the new set assessment due date.
- Student must pay the Auscare RE-ASSESSMENT Fee for each assessment/each week (refer to the above Re-Assessment Fees).

### **2nd Offence**

- A second written warning was issued, and the student was required to meet with the SSO,
- A \$50 administrative fee must be paid by the student.
- The student must request permission to reenroll in the relevant unit of competence, and
- Each unit requires the student to pay the Auscare RE-ENROLMENT Fee. Please refer to the above list of re-enrolment fees.

### **3rd offence**

- When Auscare students submit assessment/s and/or evidence that is plagiarised or cheats on more than one occasion, Auscare may commence action to issue them with a Notice of Intent to Cancel their Enrolment under Standard 9 of National Code 2018, which will include forwarding information to the relevant and appropriate government agencies.

**Note: Trainers are required to report all instances of suspicion of plagiarism or cheating to the Manager, Student Support / Admin Staff for further review and action, if/where appropriate.**

### **How to avoid Plagiarism**

Plagiarism must be avoided by following the Unit Assessment Agreement provided by your Trainer. It is a requirement of Auscare that you reference the sources of other people's ideas, thoughts, and expressions in all assessments. If you need assistance, please contact your Trainer.

### **Academic Course Progress/Course Attendance**

International Students studying in Australia is closely linked to the Student Visa Program of the Australian Government as an international student. Your student visa must be followed at all times in accordance with the rules.

In accordance with the ESOS Act, Auscare must notify you and the Department of Home Affairs (DHA) if you have failed to maintain satisfactory academic progress or if applicable, course attendance requirements.

### **Hours of Attendance**

Your visa requires you to enrol in full-time study for VET courses. Standard 11.2 of the National Code defines full time study as 20 hours of scheduled course contact time per week for VET courses.

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Attendance registers are maintained for all classes. The class information includes the date, time, duration, location, trainer, and names of students. Absences and lateness will be recorded.

When a student is absent from a class due to medical reasons, a medical certificate from a licensed healthcare provider must be provided to Student Support / Admin Staff. Ensure that the medical certificate provides information from the beginning to the end of the absence. You must submit it within three days of the absence.

### **Course Progress Policy and Procedure**

Your student visa requires that you maintain satisfactory course progress as an international student. As part of its course monitoring, assessment and recording requirements, Auscare is required to intervene if you are at risk of unsatisfactory progress. Under the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Standards 6 & 8), international students are required to adhere to these requirements.

Your progress will be reviewed at the end of each Study Period / Term (10 weeks). You will be evaluated on the results of the units you are scheduled to take during that study period or term.

You will be deemed SATISFACTORY when you have completed or demonstrated competency in at least 50% of the units scheduled during that study period (study period = 10 weeks).

#The achievement of a satisfactory result for all assessments due in the study period/term is considered to be successfully completing a unit (where competency is not yet determined).

In the event that you are deemed to have unsatisfactory course progress, Auscare must issue you a formal Warning Letter, followed by a Notice of our Intention to Report - Unsatisfactory Course Progress to the Department of Education, Skills and Employment via PRISMS.

Through PRISMS, the Department of Home Affairs is notified of students whose courses have been deferred, suspended or cancelled, which may have an effect on their student visas.

### **Factors that could affect your course progress:**

- The submission of plagiarized/copied work resulted in a Not Yet Competent score.
- Failure to complete the pre-requisite unit before progressing to the next unit.
- Too many assessments that need to be completed.
- Not achieving competency within your CoE due to being absent too long.
- Your trainer identifies that you at high risk of failing to make satisfactory progress during the course of a study period.

During each study period and term, you will be assessed against the Course scheduled outcomes, the relevant Unit Assessment Agreements, and the College Course Progress policy. When you are identified for the first time as not maintaining satisfactory course progress, Auscare will initiate an intervention strategy within four (4) weeks.

### **Intervention Strategy**

An Intervention Strategy is an agreement between you and Auscare in which you agree to adhere to a strict plan which may involve additional course study/work (e.g.: homework) and extracurricular coaching sessions with a trainer (See note below). An intervention strategy is necessary where you have been deemed at risk of not meeting satisfactory course progress and/or satisfactory course attendance requirements.

Auscare's intervention strategy includes:

- procedures for contacting and counselling students,
- strategies to assist identified students to achieve satisfactory course progress/attendance; and
- the process by which the intervention strategy is activated.

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Auscare's intervention strategy includes provision for:

- advising you on the suitability of the course in which you are enrolled,
- advising you that unsatisfactory course progress and/or unsatisfactory course attendance in for your course could lead to you being reported to the Department of Home Affairs (DHA), which may result in the cancellation of your student visa, depending upon the outcome of any appeals process.

Upon completion of the intervention strategy, a copy will be sent to your Trainer/s and the Academic Coordinator, who will be responsible for assessing the relevant units of competencies. The trainer/s will monitor your compliance with the intervention strategy, and report any shortfalls (such as tardiness, non-attendance, and/or unsatisfactory performance).

In the event that you do not comply with the agreed intervention strategy, a warning letter will be sent to your registered personal email account. It is important that you respond to the warning letter, clearly stating your reasons for not adhering to the intervention strategy.

### **Reporting to DHA and DESE**

We must inform you that Auscare intends to report to The Department of Home Affairs (DHA) and The Department of Education, Skills and Employment (DESE) via PRISMS for the following reasons:

Studying VET Courses (unsatisfactory course progress only)

Your course progress is not satisfactory for the second consecutive term.

***This Notice of Intention to Report (NOR) formally informs you that you are in breach of your student visa requirements and that your visa may be affected by the Department of Home Affairs (DHA).***

In the event that your progress has been unsatisfactory for two consecutive study terms, we will send you a Notice of Intention to Report via email to your personal email account, as well as a COPY via postal service to your last known/recorded address. You will be notified of our intent to report your breach and that you will be reported to DHA.

If you received notice of our intention to report, you may access the College's Complaints and Appeals Process within 20 working days. You must complete a Complaints and Appeals Form available on the Auscare website: [www.auscaregroup.com.au](http://www.auscaregroup.com.au) or from the Student Support / Admin Staff. If you need assistance with this process, please contact a Student Services / Administrative Staff Officer. Check out this International Student Handbook for more information on the Auscare's Complaints and Appeals Policy and Procedures, available on the Auscare 's website or upon request from Student Services.

It is Auscare's responsibility to maintain your enrolment, and only report a violation of course progress or attendance if:

- In the process of complaints and appeals, a breach was found to exist
- In the 20 days following your complaint, you chose not to use the internal complaints and appeals process
- You have not accessed the external complaints and appeals process within the required 20 days; or
- Your complaint and appeal have been withdrawn.

### **Extending Course Duration**

There are certain situations in which Auscare may decide to extend the duration of a student's course:

- There are compassionate or compelling circumstances. This decision must be supported by evidence
- In case Auscare has implemented or is implementing an Intervention Strategy for an overseas student whose progress is at risk
- Deferral/suspension of enrolment has been approved for overseas students.

Students are advised to consult the Department of Home Affairs (DHA) if Auscare extends their student's enrolment to seek advice on potential visa implications.

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### Bring Your Own Device Policy

Personal devices will be allowed at Auscare if the BYOD policy is followed and if they are needed for Auscare's daily operations. In the Auscare Campus, students enrolled at Auscare will benefit from free access to the wireless network.

- It is the student's responsibility to ensure that their personal devices are well cared for, including data protection and battery charging.
- Auscare assumes no responsibility for theft, damage, or loss of student devices. Devices brought onto Auscare premises are at the user's own risk.
- Hardware or technical support for devices is not provided by Auscare. -
- Whenever Auscare suspects that a device contains data which violates the BYOD Agreement, they can confiscate the device for confirming the material's existence. Further action may be taken based on the nature of the materials, including referral to the policy and/or disciplinary action by Auscare.
- Prior to using their own device on Auscare's Wi-Fi network, students should be aware of and agree to their obligations under the Student Bring Your Own Device (BYOD) Policy and relevant procedures. During student orientation, BYOD student responsibilities will be explained.
- Acceptance of these terms implies agreement with the terms of the Student BYOD Policy and understanding that non-compliance may result in disciplinary action against the student.

### Free Network

- Students will have access to Auscare's network for free.
- You will have access to course resources via the Auscare Learning Management System, via the Auscare email, and through other published portals as needed.
- Software licenses may be available for students' use while attending Auscare, in accordance with training package requirements and accredited course requirements.

### Student Responsibilities

- Students are responsible for maintaining their BYO devices.
- Battery management is the responsibility of the student, and Auscare is not responsible for charging their devices. Before coming to Auscare, students should make sure their devices are fully charged.
- In case of accidental damage, theft, or loss, students are responsible for taking out insurance coverage on their own devices.
- On their devices, students must have a supported operating system and current antivirus software, as well as maintain the latest service packs, updates, and antivirus definitions.
- It is forbidden for students to attach any Auscare-owned equipment to their mobile devices without the permission of their trainer, supervisor, student services or admin staff.
- A student is responsible for securing and protecting their device while in college. As part of this, protective/carry cases should be used and common sense should be exercised when storing the device. Auscare is not required to provide designated or secure storage facilities.
- Students are responsible for ensuring a legally licensed operating system and all software on their devices.

### Damage and loss

- All devices brought to Auscare at the student's own risk.
- The same rules apply to damage to college property or a student's property when an individual destroys or steals another student's device. Auscare does not cover damage or theft to 3rd party (student owned) devices and shall not be responsible for damages or theft that occurred on Auscare's premises unless the device was under direct staff control.
- Unsupervised areas (including Auscare premises, open building spaces, specialist areas, offices, unlocked classrooms, and toilets) should never be used for leaving devices. Devices left in these areas run the risk of being stolen or damaged. Devices found in unsupervised areas will be taken to Student Support/Admin Staff.

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### Technical Support

- Hardware and software support is not provided by Auscare.
- As part of the BYOD Program, Auscare will provide technical support to help students connect to the college's network and internet. Due to the device being owned by the student, all other technical support and warranty issues must be resolved by the student.

### Acceptable Use of BYO Devices

- The use of Auscare's network for the purpose of seeking out, accessing, storing, or sending offensive, obscene, pornographic, threatening, abusive, or defamatory material is prohibited. Legal and/or disciplinary action may result from such use.
- It is prohibited for students to create, transmit, retransmit, or participate in the circulation of any content that attempts to undermine, hack, or bypass any hardware or software security mechanisms implemented by Auscare.
- Without the permission of the copyright owner, students must not copy, transmit or retransmit any material protected by copyright.
- During college hours, students are prohibited from using their mobile phones for voice calls, texts, and SMS messages.
- Without the express permission of each person being recorded and the permission of the trainer, students must not take photographs or make audio or video recordings of any individual or group.
- According to WA privacy laws and other legislation, the Executive Principal will determine what is and is not an appropriate use of BYOD devices at the college.
- Those who violate this policy will face consequences determined by the Executive principal, in accordance with the college's welfare and discipline policies.

### Technology Standards

On Auscare Campus, BYOD devices must comply with the following technological standards:

- Wireless network installed at Auscare.
- If the device is 802.1x compliant and supports WPA Enterprise encryption (which requires a password and user name), it will be able to connect.
- Battery life should be at least five hours of constant use without recharging.
- Hardware specifications for devices should meet the minimum (ideally the recommended) requirements for all operating systems and applications.
- Windows 8 Home edition or later is the minimum requirement for the device.
- It should have a processor of at least 2.0 GHz (Intel Core i3/AMD 2.0 Ghz).

### Student Dress Code

In order to maintain the good image of Auscare, students should be appropriately dressed when on campus, in accordance with their status and the occasion.

When you are in a classroom, reception, kitchen or campus, you should dress appropriately. The following are some examples:

#### Clothing

- Your midriff, chest, upper thigh, cleavage, or undergarments cannot be exposed
- Clothing that is transparent (see-through) must be avoided
- You must not wear clothes with vulgar, offensive or obscene prints or language

#### Footwear

- Flip-flops and slippers are not permitted (thong sandals are allowed under prescription).

At all times, students must be readily identifiable with their faces uncovered for security purposes. During class time, students must not wear any helmets, masks, or veils that prevent easy identification.

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### **Student Feedback**

During their time at Auscare we strive to make sure that all students enjoy their study time. The feedback provided by students is a valuable source of information for Auscare to improve its training and student experience. For this reason, we provide students with multiple options for providing feedback. At any time, you are welcome to give us feedback on our services.

If you would like to provide feedback to Auscare, you can do so in four (4) ways. Auscare may conduct the feedback biannually. The following are among them:

#### **Monthly Feedback**

In every quarter, Auscare sends an email survey to all students currently enrolled in our program. This survey asks you to provide feedback on your recent experience, including your most recent unit/module/subject/course level completed or studied. Feedback is monitored each quarter, and survey results are sent to the Executive Principal and CEO for review and improvement. Whenever you indicate you are interested in discussing your feedback with an Auscare Staff member, we will schedule a meeting.

#### **End of Course Feedback**

All students who have collected their qualification in the previous month receive an email survey from Auscare. In this survey, we ask about your overall experience at Auscare, including your entire course of study. Survey results are sent to the Executive Principal and CEO every month to review and identify areas for continuous improvement. If you indicate that you would like to speak with a member of our staff about your feedback, a meeting will be scheduled.

#### **Sending Emails**

The Student Support / Admin Staff monitors this email account daily and encourages all students to send us feedback at any time via [studentadmin@auscaregroup.com.au](mailto:studentadmin@auscaregroup.com.au). Our Executive Principal reviews all feedback and arranges a meeting between you and a member of our Student Support / Admin Staff to address any concerns you may have.

#### **Student Support / Admin Staff & Point of Contact**

The Student Support/Admin Staff at Auscare are available to help and support all students in regards to academic as well as non-academic matters. Please feel free to contact them in person or via telephone at 61 8 8323 2023 to discuss and provide feedback about Auscare.

All the above methods of feedback are reviewed by Auscare with Continuous Improvement in mind. Students can request improvements to Auscare’s services and courses by filling out a Continuous Improvement Request form, and changes are implemented by Auscare. Auscare publishes information about any changes and/or improvements resulting from your feedback in the quarterly Student Notices so that you can understand the value of the feedback process and see how important it is to us that you are satisfied.

#### **Students with Special Needs**

Students with special needs are offered the same opportunities as all students as part of our Access and Equity Policies, procedures, and practices. During training and assessment, we will consider the needs of individuals with special needs. Adaptable learning and assessment methods will be provided based on your specific needs.

Through the Auscare Student Enrolment Application Form, students are encouraged to express their views about their learning needs during their enrolment phase and through the English Proficiency and LLN activities during their scheduled Orientation sessions, which are compulsory for all students. Throughout students' enrolled study and course/s, the Academic and Student Services and Admin Staff are trained to assist and identify their additional support needs.

Assuring that we are able to assist you with these needs requires that you inform us either at the time of your enrolment or through our Student Support / Admin Staff.

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## Social Media Policy

A social media platform is any platform that allows people to publish information online, such as blogs, Facebook, Twitter, YouTube, Instagram, virtual words, text messaging and commentary. Our social media policy provides guidance regarding our expectations when your social media activity is related to Auscare and its stakeholders (for example, students, staff, employers, or the government).

As part of this policy, students are required to comply with all rules regarding social media, regardless of whether they use it in an authorized capacity, in their profession, or on a personal basis, when it concerns Auscare, its products and services, its people, its clients, its vendors, competitors, or any other business-related individuals.

All students must maintain a high level of professionalism when communicating, socializing, or networking. No material published concerning Auscare or its stakeholders shall be perceived as menacing, harassing or offensive under any circumstances.

Discipline action, including the cancellation of studies, may be taken if you fail to comply with the Auscare Social Media Policy.

## Health and Safety on Campus

SAFE is the risk management model adopted by Auscare. For risk management, this process is simple and easy to remember. The SAFE risk management model promotes health and safety at work through a simple four-step process. The steps are as follows:

- S** - Spot the hazards
- A** - Assess the risks
- F** - Fix the issues
- E** - Evaluate the results

The Occupational Safety and Health Act 1984 states that employers must provide a safe and healthy working environment for all employees, and employees must take reasonable care to ensure the health and safety of others. As part of this, we provide:

- Workplace safety
- Training for employees that includes topics such as safe work procedures, infection control procedures, and appropriate hygiene
- Maintenance of equipment and facilities properly
- Personal protective equipment, such as gloves, eye protection, and sharps containers, as necessary
- Clean and secure workplaces with chemical storage that is properly designed

An environment that is safe to work and learn must adhere to the following procedures and standards:

- Do not smoke on campus.
- Do not consume alcohol on campus and at Workplace Based training venues
- Do not consume illicit drugs on campus and at Workplace Based training venues
- Maintain a safe, clean and efficient, working environment
- Store and dispose of waste according to health regulations
- Clean walls, floor and working surfaces to meet health and safety standards without causing damage
- Check all equipment for maintenance requirements, refer equipment for repair as required
- Store equipment safely
- Safe lifting and carrying techniques used
- Identify fire hazards and take precautions to prevent fire
- Ensure student safety at all times
- Ensure procedures for operator safety are followed at all times
- All unsafe situations recognized and reported
- Implement regular fire drills and provide first aid courses to all staff and students
- Display first aid and safety procedures for all staff and students to see

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- Report any identified Occupational Health and Safety hazard to the appropriate staff member as required
- Implement procedures and practices, in accordance with State and Local Government Health regulations.

**All Auscare students are required to REPORT any HAZARD immediately to a Auscare Staff Member.**

### Emergency Evacuation Procedure

Maps of emergency evacuations (plans) are found on Campus and in every Auscare classroom. When you are on campus, please familiarize yourself with emergency evacuation procedures, fire extinguishers, fire alarm sounds, and emergency assembly points. At Orientation and at the start of every new unit/course, the evacuation plans will be reviewed with you.

In the event of an emergency or a practice evacuation, please follow the Auscare Executive Principal or staff who will lead you to the emergency evacuation assembly area. A Fire Warden is assigned to each area of campus and is responsible for coordinating emergency evacuation procedures. Pay close attention to the direction of the Fire Warden when an emergency evacuation is required. When an evacuation is underway, Fire Wardens will wear yellow, red, or white hats.

The emergency procedure we follow is as follows:

- If you witness a fire or other emergency situation; immediately notify the closest Auscare staff member and if directed to do so, evacuate the building going directly to the emergency assembly point.
- An alarm or voice alert will sound to advise of an emergency and may be followed by a continual siren or voice alert message advising that an evacuation is required.
- Follow the instructions of Auscare staff and campus Fire Wardens to evacuate the campus, and go to the designated meeting point. Please remain at the meeting point until you receive further instruction.

### First Aid on Campus

A trained First Aid Officer is on hand to assist students in the event of an accident or emergency on campus.

Student should:

- Seek assistance from the Auscare Staff to locate a trained First Aider.
- Ring 000 in an emergency situation.
- Get First Aid assistance/advice via Student Support / Admin Staff or a designated Health and Safety Officer from. 8.00am-5.00pm.

Emergency evacuation diagrams are displayed throughout campus. Located within the campus building, they provide information about First Aid kits available to students and staff. It is important to note that staff members and students are not expected to perform any First Aid procedure if they are not familiar with it, regardless of whether they have received appropriate First Aid training.

In the event of a STUDENT OR STAFF emergency, every Auscare student is required to report it immediately to a member of the Auscare staff.

### Critical Incidents

In a critical incident, life or well-being may be endangered by a traumatic event, such as the threat of such an event (within or outside Australia) that causes extreme stress, fear, or injury to those who experience or witness it. Critical Incidents may include the following, but are not limited to:

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster
- Issues such as domestic violence, sexual assault, drug or alcohol abuse
- Incidents that may cause physical or psychological harm

**Note: Even non-life-threatening events could qualify as critical incidents, although serious illness or injury would probably not be viewed as critical incidents on campus**

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### Student Critical Incident Procedure

Students involved in or witnesses to Critical Incidents should follow the following procedure:

- Please contact the Auscare, if you experience, witness or perceive a critical incident. The emergency telephone number available 24 hours a day 7 days per week is 0000 000 000.
- An appropriate staff member may ask you to provide more details whilst they complete a 'Critical Incident Report'.
- The report and all information you have provided will be completed/verified by the Supervisor, Student services / Admin Staff and given to the Executive Principal of Auscare.
- The 'Critical Incident Report' is to contain as much information as possible and indicate the people directly involved in the incident (Critical Incident Report Form).
- Auscare will notify the Department of Home Affairs (DHA) on your behalf as soon as practical after the incident. Auscare will also report via the Provider Registration and International Student Management System (PRISMS).
- If necessary, following the incident, you may be required to attend a follow up meeting to assess any further risks or follow up actions.

Students and their families can contact Auscare's Student Support / Admin Staff at any time. In the event of a critical incident, Auscare's Emergency Telephone Number becomes a Hot Line, where information can be received. Information will be posted on Auscare's website as needed to keep students and families informed. All efforts will be made to protect the privacy of students.

### Auscare Privacy Notice

Auscare is required by the Data Provision Requirements 2012 to collect and disclose personal information about you to the National Centre for Vocational Education Research Ltd (NCVER).

We may use or disclose your personal information (including information on this enrolment form) for statistical, administrative, regulatory, and research purposes. For these purposes, Auscare may disclose your personal information to:

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

In addition to using or disclosing personal information, NCVER may also use or disclose it for the following purposes:

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

You may occasionally receive a student survey from a government department, NCVER agent, or third party contractor. If you do not wish to participate in the survey at the time of contact, you can opt out when you are contacted.

You consent to NCVER collecting, storing, using, and disclosing your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy, and any NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).

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

### ***Why we collect your personal information***

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

### ***How we use your personal information***

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

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### ***How we disclose your personal information***

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

### ***How the NCVER and other bodies handle your personal information***

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at [www.ncver.edu.au/privacy](http://www.ncver.edu.au/privacy).

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

### **Student Surveys**

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

### **Contact information**

At any time, you may contact Tracy Hopkins (Executive Principal/Emergency Student Services) via:

Mobile: + 61 451 211 693

- Access your personal information by requesting it
- Make corrections to your personal information
- Complain about the way your personal information has been handled
- Feel free to ask any questions regarding this privacy notice

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### Concurrent Course Enrolment Guidelines and Disclaimer

In concurrent course enrolment, you are enrolled in more than one award course at the same time. This guideline outlines the information needed to permit simultaneous enrolment for International Students at Auscare. International students must study courses registered with CRICOS (Commonwealth Register of Institutions and Courses for Overseas Students).

In order to permit concurrent enrolment, Auscare requires the following:

- The student maintains satisfactory academic progress, including attendance/participation in all scheduled classes.
- The concurrent enrolment is provided to our Student Support / Admin Staff, including course name, commencement/completion dates, and institution information. The concurrent course must be registered prior to the commencement of this information.
- When registering for a course at Auscare, the student must sign the Concurrent Course Enrolment Disclaimer.

### Transfer to Another Provider

Students wishing to transfer to another provider must have completed at least six months of their principal course at Auscare.

Students who have not completed more than six months of their principal course will only be granted a transfer request if it is in their best interests, including but not limited to:

- The student will be reported to DHA for unsatisfactory course progress at the level they are studying. In order to consider these circumstances, the student must have engaged in Auscare's Intervention Strategy
- The student is not coping with the program and has sought academic assistance from Auscare. The student has not improved their academic performance
- There is evidence of compassionate and compelling circumstances that suggests transferring to another Provider is in student's best interest.
- Auscare is unable to deliver the course, as outlined in this International Student Handbook, your Offer Letter. These documents are available via the College website or on request from Student Support / Admin Staff
- Evidence has been provided of the student's reasonable expectations of the course are not being met
- Documentary evidence has been provided that the student was misled by Auscare or an education agent regarding the Auscare or course and is therefore unsuitable to their needs and/or study objectives or
- An appeal (either internal or external) on another matter results in a decision or recommendation to release the student,
- A sponsor of the student considers the change to be in the student's best interest and has provided written, authorised support for that change, and the student has a valid unconditional offer letter from the receiving provider
- The student is genuinely unable to achieve satisfactory course progress, even after engaging with Auscare's Intervention Strategies and support systems.

In the following circumstances, Auscare will not accept a transfer application before completing the first six months of the Principal Course of study:

- if the student does not have a valid unconditional Offer Letter from another provider,
- the student is transferring to a non-AQF level course,
- student is experiencing Course schedule conflict with personal, work, or other non-study related commitments,
- Student has been warned for non-attendance or failed to meet minimum attendance requirements set by their visa,
- Auscare forms the view that the student is trying to avoid being reported to Immigration for failure to meet the Provider's attendance and/or academic progress requirements,
- Student changes his/her mind about the Course – students may apply to transfer to another Course within Auscare, but will not be granted a release on the basis of a change of mind,
- Student expresses difficulty with Course material and/or has been identified as being "at risk" of failing, but has not availed themselves of any Intervention Strategy or academic support services, there are outstanding fees owing to Auscare, or

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- Auscare believes the transfer will be detrimental to the student. This could include, but are not limited to, the following circumstances:
  - o the transfer will not aid their progress through a set package of course,
- the student has not highlighted to Auscare the actual benefits they will attain from making the transfer,
- the student has recently had an intervention strategy put in place and there has been insufficient time to assess whether or not this will be an effective solution for the student, or
- the Auscare forms the view that the student is avoiding being reported to DHA for breaching any student obligations or student visa conditions.
- The approval of transfer of a student to another institution does not remove the requirement for the student to pay any outstanding fees nor does it indicate the agreement to provide any refund. The Refund and Cancellation Policy, independent of this policy, govern the calculations of cancellation fees and refunds.
- After six months within the principal course, no restriction for transferring to another provider applies.

***Unless a student has a valid unconditional enrolment offer from the receiving provider, a transfer request will always be denied.***

### **Transfer from another Provider**

Auscare does not enrol students transferring from another provider prior to the student completing six months of their principal course of study.

The following exceptions apply:

- the provider is no longer registered to deliver courses to international students, or the course in which the student is enrolled has ceased to be registered,
- the provider has been sanctioned by an Australian, State or Territory Government Department that prevents the student from continuing their course,
- the course is no longer available to international students,
- the provider has issued a Letter of Release, or
- the student's Government sponsor has provided a written letter to support the change of provider.

If an international student has studied over six months within their principal course and holds a valid student visa, no letter of release is required.

### **Students under 18 Years**

Under the age of 18 students are not accepted into Auscare.

#### **Cancellation fees**

The Cancellation Fee will be calculated based on the Fees and Charges table if a course of study is cancelled before the completion date.

### **Fees and Charges**

The following fees and charges will be paid by students wishing to enrol at Auscare as stated in this Letter of Offer:

- **Application Fee:** The Application fee is the fee charged to all applicants to review their application and supporting documentation to enrol in a course of study. The Application Fee is non-refundable.
- **Learning Materials Fee:** The learning materials fee is used to cover the cost of student learning and assessment manuals, industry resources, and other relevant materials. The student retains ownership of these items. If a student cancels less than 4 weeks before the course begins, this fee is non-refundable.
- **Tuition Fee:** The fee is charged for the delivery and assessment associated with each course at Auscare. Tuition Fees are the fees payable to Auscare for undertaking a course. Note: The Refund and Cancellation Policy specifications detailed below cover tuition fees only.
- **Training Materials Fee:** The fee covers materials and resources required to complete your course at Auscare. In order to maintain a sustainable and eco-friendly training environment, Auscare provides its Training Materials in an electronic format, rather than as a printed resource. When the unit is running, students can borrow printed resources as class sets for reference. The Materials Fee is non-refundable if you cancel less than 4 weeks before Course Commencement.

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- **Administration Fee:** A fee charged to cover the administrative costs of reviewing and processing the necessary documents in order to obtain an Australian student visa.  
In the event that the Student Visa Application is denied, the Administration Fee is non-refundable.
- **Accommodation Placement Fee (optional):** Auscare will only charge this fee if a student requests assistance with arranging accommodation in Australia. No refunds are available for Accommodation Placement Fees unless more than two weeks' notice is given.
- **Overseas Student Health Cover (OSHC):** OSHC is required for all international students staying in Australia and must be maintained for the duration of their stay. Any approved Australian Overseas Student Health Cover provider can be chosen by students. Auscare only charges these fees when students choose to purchase insurance through Auscare's recommended provider. You can find more information about OSHC on Auscare's website. As noted in this Offer Letter, the OSHC Fee is based on the OSHC Provider's schedule, which may change from year to year. Student is responsible for any variances upon receipt of an invoice from OSHC Provider.
- **Additional Fees and Charges:** During your studies, you may incur additional fees and charges as detailed in your Written Agreement with Auscare. You will be notified via email if any changes are made to our published Additional Fees and Charges.

#### Other Definitions

- **Course:** Means the Course you are enrolled in as outlined in the signed Letter of Offer/Written Agreement.
- **Course Commencement Date:** Means the agreed starting date of a course, as stipulated in the signed Letter of Offer/Written Agreement.
- **Course Completion Date:** Means the agreed completion date of a course, as stipulated in the signed Letter of Offer/Written Agreement.
- **Study Period** means your Study Period /Term is as outlined in your Offer Letter with Auscare:  
**One Term** = 10 weeks study period + 3 weeks holidays = Total 13 weeks  
**One Semester** = 20 weeks study period + plus 6 weeks holidays = Total 26 weeks
- **Course Duration** means the total duration of your course of study including holidays.

#### General Information

- All Refund Requests and Cancellation Notifications must be submitted using the Course Variation Form and the Refund Request Form, both of which are available at the Reception Desk or via the Auscare website at: [www.Auscare.wa.edu.au](http://www.Auscare.wa.edu.au) **VERBAL notifications to Auscare staff or agents ARE NOT VALID.**
- The date the written notice is received by Auscare is the DEFAULT DATE, and is the date used for the calculation of any refund and/or cancellation fee.
- In case of a cancellation by the student or Auscare, any outstanding fees to Auscare become due within 7 (seven) days.
- Any costs incurred by Auscare to recuperate outstanding fees will be charged to the student.
- Unpaid fees will be recorded as a debt and recovered by action in a court of competent jurisdiction.
- Auscare will not release any Certificates/awards to students until outstanding course fees have been paid in full.
- All amounts are in Australian Dollars (AUD).
- Where a refund is approved by the CEO, and is not due to the Auscare defaulting, Auscare will make payment of refund within 28 days of receipt of the application. The refund will be deposited into the student's bank account only, as nominated on the Refund Request Form.
- All refunds will be paid in Australian Dollars, where this is not possible refunds will be paid in United States dollars.
- No refunds will be paid to a third party (a person other than the student), unless directed by the student on the Refund Request Form.
- Refund applications WILL NOT be processed where the signature on the Course Variation and/or Refund Request Form DOES NOT match the student's signature as shown on other documents provided by the student for admission to Auscare.
- Students will receive a clear Statement of Refunds explaining how the refund was calculated, where a cancellation fee has been applied, students will receive a Statement of Cancellation clearly outlined how our Refund and Cancellation Policy has been applied.

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- The agreement, and the availability of the Complaints and Appeals process, does not remove the right of the student to take further action under Australia's consumer protection laws.
- The Refund and Cancellation Policy is subject to review from time to time.

<b>Refund and Cancellation (VET)</b>			
Auscare calculates Refunds and Cancellation fees based on a SEMESTER Fee (20 weeks study period plus 6 weeks holidays = 26 weeks). For courses shorter than a Semester, Refunds and Cancellation fees will be calculated on the Course Fees.			
<b>Reason for Refund / Cancellation</b>	<b>Notification Period</b>	<b>Refund</b>	<b>Cancellation Fee</b>
Application for visa is unsuccessful	Before Semester/ Course Commences	Full refund less cancellation administration fee of \$250	\$250 cancellation administration fee
	After Semester/ Course Commences	Full refund less cancellation fee	\$250 cancellation administration fee + Pro-rata of tuition fee used calculated on a weekly basis
<b>Student Default</b> Student with a student visa withdraws Or Student is cancelled for breach of Auscare's rules or breach of student visa rules	More than 10 weeks before semester/ course commences	Full refund less cancellation fee	10% of a semester fee
	More than 4 weeks and up to 10 weeks before semester / course commences	70% of a semester fee	30% of a semester fee
	4 weeks or less before semester/ course Commences	40% of a semester fee	60% of a semester fee
	After Semester/ course commences	No Refund	100% of a semester fee
<b>Note:</b> A student who has paid fees for more than two semesters in advance and withdraws during a semester and more than four weeks before the commencement of the following semester, would receive no refund of fees for the current semester, at least 70% of the following semester's fees and a full refund fees paid for any subsequent semester; less			

### Refunds after Auscare Default

In the unlikely event of a Auscare default, within 14 days of the default, Auscare will:

- Either offer you an alternative place at Auscare's expense, that is accepted by you in writing; or
- Refund you the unused portion of the prepaid fees

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

### Student Default occurs when:

- the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- the student withdraws from the course at the location (either before or after the agreed starting day); or
- the registered provider of the course refuses to provide, or continue providing, the course to the student at the location because of one or more of the following events:
  - the student failed to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course,
  - the student breached a condition of his or her student visa,
  - breach of Auscare Code of Conduct.

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### **Overseas Student Health Cover (OSHC)**

**For International Students:** Overseas Student Health Cover (OSHC) is COMPULSORY insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia and is mandatory for international student visa holders. OSHC will also cover the cost of emergency ambulance transport and most prescription drugs. At Auscare our preferred providers for OSHC are BUPA and NIB.

#### **How do I get OSHC?**

You can elect for Auscare to include OSHC as part of your Application for Enrolment. Alternatively, you may elect to organise your own Overseas Student Health Cover. Please note that only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. You may choose to change your health fund at any time but will need to abide by the conditions of change of the health fund provider you are leaving.

Further information on OSHC can be found at: <https://oshcaustralia.com.au/en>

If you come to Australia on a Visa other than a student Visa and undertake a short course of study of three months duration or less, you will not be eligible for OSHC. It is wise to purchase travel or private medical insurance in this case.

#### **What am I covered for?**

OSHC provides a safety net for medical expenses for international students, similar to that provided to Australians through Medicare. Additionally, OSHC includes access to some private hospitals and day surgeries, ambulance cover and benefits for pharmaceuticals.

For more information on your OSHC please refer to the Policy Information Booklet available directly from the OSHC provider.

#### **How do I use my OSHC card?**

If you need to visit a doctor or medical centre, show your card at the end of the visit. There are two components to the medical bill, those payable to the doctor and those which are covered by the government. The medical centre may process the government fee for you, and charge only the doctor's fee. If the medical centre is not able to process the government fee, pay the total amount, keep the receipt and you can claim the government fee back from your OSHC provider.

### **Unique Student Identifier (USI)**

Recent changes to legislation in Australia will require every student studying at a registered training organisation, like Auscare, to have a Unique Student Identifier, or USI. This change will only apply to students studying from the 1st of January 2015.

A USI gives you access to your online USI account which is made up of ten numbers and letters. It will look something like this: **3RJ76AW9U5**. A USI account will contain all your nationally recognised training records and results from the 1st of January 2015 onwards. Your results are available as follows:

By having a USI you will be able to access your training records and results (or transcript) whenever you need them. For example, for a new employer or when you enrol to study at a new training organisation. Your USI can be accessed online from your computer, tablet or smart phone and gives you access to your training records and results at your fingertips.

You will need to have at least one valid form of ID from the list below:

- Medicare Card (this includes a current family Medicare card where your name is included)
- Driver's Licence
- Australian Passport
- Non-Australian Passport (with Australian Visa) for international students
- Birth Certificate (Australian) \*please note a Birth Certificate extract is not sufficient
- Certificate of Registration by Descent
- Citizenship Certificate

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### **What Happens When Auscare Verifies your USI**

Each time Auscare verifies your USI, you will receive a notification. This includes when Auscare accesses the USI system to locate your USI. Students need to be aware that when this search is being done to locate your USI, the following will occur:

- You will receive a notice regarding the use of this function to confirm your USI;
- The RTO name included on the notice will appear as follows:
  - Legal Name –Auscare Pty Ltd.
  - Trading Name – Auscare Training Organisation

For more information, including direction on how you can give Auscare permission to access your USI for enrolment purposes, credit transfers and entitlement assessments, please speak to a member of our Student Support / Admin Staff or go to our website for further information.

Please note - If you are having difficulty creating a USI using the online self-service option, you can submit a Help Request via the USI website. The USI Office can then assist you to process your application.

### **Accessing your visa information**

**For International Students:** Your visa information is held electronically, and you can access it at any time using the **Visa Entitlement Verification Online (VEVO) system**.

**Note:** Employers, banks and government services can also check details about your visa entitlements on VEVO once they have your consent to do so. For information on how to access VEVO see:  
[http://www.homeaffairs.gov.au/Busi/visas-and-migration/visa-entitlement-verification-online-\(vevo\)](http://www.homeaffairs.gov.au/Busi/visas-and-migration/visa-entitlement-verification-online-(vevo))

### **Your Responsibilities under the Student Visa**

Your permission to study in Australia is closely linked to the Australian Government Student Visa Program. It is essential for you to comply with the regulations of your student visa at all times.

Below is an excerpt of DHA regulations relating to your work rights as published at:

<http://www.homeaffairs.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students>.

<b>Your Study Visa Conditions are:</b>			
You cannot work more than 48 hours per fortnight* when your course is in session (other than work which has been registered as a part of the course) Note: No work limits apply during recognised periods of vacation offered by your education provider. You cannot undertake work until you have commenced your course in Australia. *A fortnight means any period of 14 days commencing on a Monday and ending at the end of the second following Sunday.			
You must satisfy the requirements of course enrolment, course progress and course attendance. You must maintain a minimum of 20 scheduled course contact hours per week.			
You must remain enrolled in a registered course (unless you are an College/Defence Student or Secondary Exchange Student in which case you must maintain full-time enrolment in your course of study or training). Note: A registered course is one that is on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). See: <a href="http://cricos.education.gov.au">http://cricos.education.gov.au</a> You must maintain satisfactory attendance in your course and course progress for each study period as required by your education provider.			
You must maintain adequate arrangements for health insurance during your stay in Australia. Note: Under policy, this means that you must maintain Overseas Student Health Cover (OSHC).			
You must continue to satisfy the requirements for grant of your student visa. This means, for example, that your main course of study must continue to be a course in the education sector that matches your student visa, and that you must continue to have sufficient financial capacity to support your study and stay in Australia.			
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You must maintain adequate schooling arrangements for your school-age dependents who joined you in Australia for more than 3 months as part of your student visa application. Additional fees may be payable (source: Department of Home Affairs DHA).

For more information on schooling options, please refer to:

Perth:

Study West: [www.studywest.des.wa.gov.au/studyinwa/Schooling/Pages/default.aspx](http://www.studywest.des.wa.gov.au/studyinwa/Schooling/Pages/default.aspx)

For the private schools in Western Australia information can be obtained directly from:

Catholic Education Office of Western Australia: [www.ceo.wa.edu.au](http://www.ceo.wa.edu.au)

Anglican Schools of Western Australia: [www.asc.wa.edu.au](http://www.asc.wa.edu.au)

Private Schools Directory: <http://www.privateschoolsdirectory.com.au/perth-schools.php>

Association of Independent Schools Western Australia: [www.ais.wa.edu.au](http://www.ais.wa.edu.au)

For more information, contact Auscare at: [admin@Auscare.wa.edu.au](mailto:admin@Auscare.wa.edu.au)

If you have not turned 18 you must maintain adequate arrangements for your accommodation, support and general welfare for the duration of your stay in Australia.

To maintain adequate arrangements for welfare you must stay in Australia with:

- your parent or legal custodian or
- a relative who has been nominated by your parents or custodians who is aged over 21 and is of good character or
- accommodation, support and general welfare arrangements that have been approved by your education provider.

Note: You must not change those arrangements without the written approval of your education provider. If your welfare arrangements are approved by your education provider, you must not travel to Australia until your welfare arrangements are due to commence.

You must notify your education provider of your residential address in Australia within 7 days of arriving in Australia.

You must notify your education provider of any change in your residential address within 7 days of the change.

You must notify your education provider of a change of education provider within 7 days of receiving the electronic Confirmation of Enrolment certificate or evidence of enrolment.

Source: <http://www.homeaffairs.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students>. January 2018  
The Australian Government, via the Department of Home Affairs (DHA), may request Confirmation of Enrolment and details of your performance from Auscare during your studies. Auscare will provide the DHA with a true and accurate record of your participation (attendance) and course progress when requested.



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