

International Student Handbook



Amrinder Singh

Welcome to SWANN College !

As CEO and Director of SWANN COLLEGE, it is my pleasure to welcome you and work with you in achieving your educational and professional goals.

At SWANN COLLEGE your success is our priority. SWANN COLLEGE offers a supportive environment to get you trained for the real world from entry to higher levels.

We work closely in partnership with industry leaders and equip you with the best job ready skills. You can be assured that by studying with us, you will be well prepared for your future work in Australia or overseas.

Our staff are committed, well qualified and experienced in the provision of quality teaching and learning.

If you are seeking a qualification that is supported by industry, I invite you to contact us to discuss how we can assist you in achieving your aims.

Best wishes for your future success.

Amrinder Singh

CEO and Director

SWANN COLLEGE

Overview by Director

As the Director of Swann College, strengthening our programs through our faculty and students while serving the developing world is our priority. Our Mission is to be an Institution of distinction that is committed to the development of human capacities by disseminating knowledge on the core principles of: quality, access, impact and relevance.

As a qualified Automotive Mechanical Engineer, I am enthusiastic to bring my vision of how I would want to be trained and educated in the Automotive industry to Swann College.

We are an educational sector that is committed to providing excellence for every Student whose learning and education is entrusted to our care. Our learning experiences are grounded in beliefs. We want every student to experience success according to their unique characteristics and talent

We pride ourselves with the diverse programs that we offer which are country targeted and regionally relevant. The community outreach programs actively engage local communities and governments. This mode of operation has strengthened the vibrant nature of our faculty because what they teach is combined in theory and practice.

My experience has given me a great insight into the development of the changes and technological developments and I see Swann College embracing these changes with gusto.

Gurjinder Singh

Swann College

Director

Contents

Purpose of this handbook	0
About us	0
Our obligation to you	1
Our contact details.....	1
Available 24/7 for emergency situations.....	2
Our location	2
About Adelaide	3
About Sydney	4
Courses we offer	6
Visas and conditions	6
What is a USI and why do I need one?	7
Education agents.....	7
RPL and credit transfer	7
Competency Based Training and Assessment	8
Course orientation	8
Getting Started.....	9
Regular class attendance	9
The Objective of Assessment Tasks	10
Assessment Conditions	10
Qualification Training Pathways	10
Foundation Skills	10
Learner Information.....	10
Assessment Delivery	11
Assessments.....	11
Information for The Learner – Assessment	11
Knowledge Evidence Questions.....	12
Performance Evidence	12
Principles of Assessment.....	12
Reasonable Adjustments	13
Resources	13
Understanding the Assessment Resulting System.....	13
Review Process.....	13
Assessment Conditions	14
Steps for Learners	14
Re-assessment arrangements.....	15
Support and welfare	15
Culture Shock	16

Overcoming Culture Shock.....	16
What’s required of me as a student?	18
How can I apply?	18
Policies and processes	20
Fees and refunds.....	20
Complaints and appeals.....	21
Compassionate or compelling circumstances.....	26
Course progress and monitoring	26
Deferring your course	28
Suspending your course.....	28
Transferring courses	28
Transferring courses with SWANN College.....	30
Discontinuing your studies.....	31
Suspending or cancelling your enrolment	31
Erratic Course Progress.....	31
Privacy and access to records	32
Student code of conduct.....	33
Your Responsibilities.....	33
Policies and procedures	33
Learning and assessment.....	33
Classroom conduct.....	33
Respect and ethics	34
Your Rights	34
Policies and procedures	34
Learning and assessment.....	34
Classroom conduct.....	34
Respect and ethics	35
Critical Incident Management	36
Important information about Australia	0
Living and studying in Australia	0
Cost of living.....	0
Accommodation.....	0
Transport.....	1
Health and safety	1
Working on a student visa	1
Overseas Student Health Cover (OHSC).....	1
Emergency contacts and other useful numbers & info	2

Purpose of this handbook

Welcome to Swann College! This handbook provides you with everything you need to know about studying with us in Australia. By choosing us as your education provider, you are choosing a high-quality and industry relevant course and education provider to ensure you are set up for the future.

About us

At SWANN College we believe in Education – your door to the future. Our goal is to equip our students with the most recent skills and knowledge to join the workforce. SWANN College is a provider of vocational education and training (or VET as it is commonly known). The VET sector in Australia is based on a partnership between governments and industry. VET courses broaden your skills in specialised areas and are competency based. We provide courses to Australian and International students in the areas of

- Electronics and Communications
- Automotive Electrical Technology
- Automotive Management
- Light Vehicle Mechanical Technology
- Automotive Mechanical Diagnosis
- Automotive Technology
- Business

Our campuses are located in Adelaide and Sydney. With well-located and comfortable facilities for students, industry current trainers and assessors along with modern equipment and resources, SWANN College is a wise choice for your learning and future.

Our obligation to you

As a Registered Training Organisation (RTO) and CRICOS Education Provider registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards for RTOs 2015, which are part of the VET Quality Framework, as well as the Education Services for Overseas Students Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code).

We take this seriously, so we have developed policies and procedures along with systems within our business to make sure we comply with the standards and legislation. As we are responsible, this means that we take responsibility for any third parties we may work with – this includes training partners, education agents and sales/marketing providers. We participate in audits with the regulator (ASQA) and must provide them with information when they request it. We are also required to issue you with your Australian Qualification Framework (AQF) certification documents once you have been found competent. If you feel in any way that we are not living up to our obligations, you have the right to make a complaint. Please see the **Complaints and Appeals** section of this handbook for information on how to do so.

Our contact details

Main telephone number: +61 8 8311 0487

Email: admin@swanncollege.edu.au

Website: www.swanncollege.edu.au

Student support contact details

Adelaide

Name Rosmarie Rosbergen
Position Administration Manager – SA
Phone 08 8311 0487
Email rose@swanncollege.edu.au

Sydney

Name Manpreet
Position Student Support Officer
Phone 0421764570
Email adminnsw@swanncollege.edu.au

Available 24/7 for emergency situations

Adelaide

Name Ajay Bansal
Position Marketing Officer
Phone 0424778424
Email Ajay@swanncollege.edu.au

Sydney

Name Manpreet
Position Student Support Officer
Phone 0421764570
Email adminnsw@swanncollege.edu.au

Our location

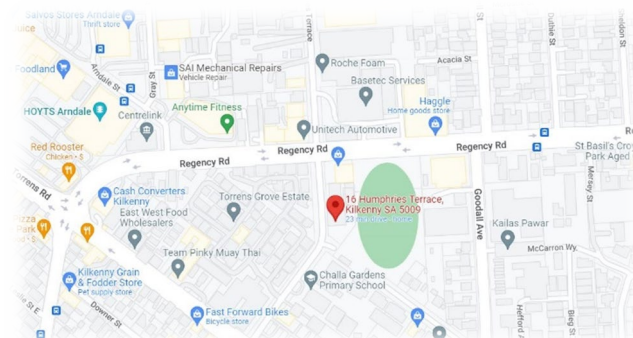
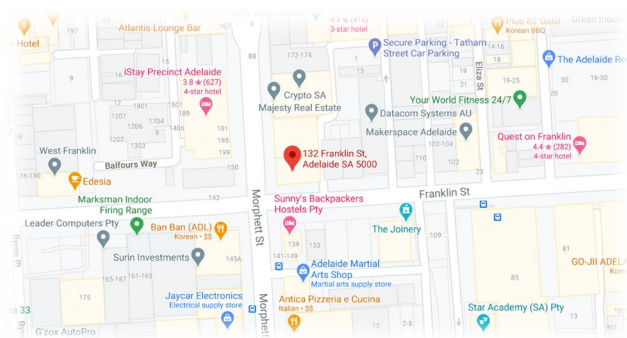
We are located at:

Adelaide Campus & Head Office:

Addresses:

L 2, 3 132 Franklin Street, Adelaide, SA 5000

16 Humphries Terrace Kilkenny SA 5009

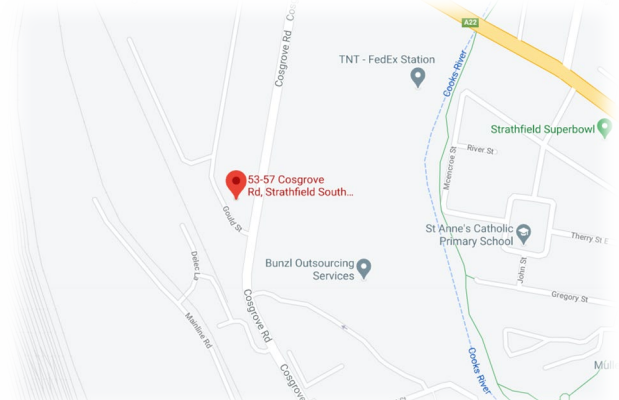


Sydney Campus

Address:

4 / 26 Ferndell Street, South Granville, NSW 2142

3 / 53 – 57 Cosgrove Road, Strathfield South, NSW
2136



About Adelaide

Adelaide is South Australia's vibrant capital city and its economic, educational and cultural hub. Strong industries connected with future graduates. South Australia is known as an economic hub for industries including Health and Medical, Tourism, Energy and Minerals, Defence and Space, IT, Food and Agribusiness and Creative Industries.

It is also famous for its globally recognised wine industry and international arts and culture festivals, which attract thousands of international visitors every year.

The Australian Space Agency is based in Adelaide, located amongst a thriving start-up ecosystem attracting global investment and talent to the city. Adelaide is also host to global technology leaders Microsoft, NEC, BAE Systems and the big four accounting firms.

There's ample opportunity for international students to participate in internships and find part-time employment whilst studying in Adelaide. After graduation, students are often in high demand, as universities and other education institutions in Adelaide have cultivated a strong reputation for developing graduates of international distinction. Adelaide graduates develop their own unique voices, perspectives and skills — an asset to any company.

South Australia's well-developed education sector offers almost every possible course and discipline, but there's a strong focus on studies that align to future growth industries, both in Adelaide and internationally. Adelaide is the perfect place for international students to study and start their careers.

Adelaide is consistently voted in the world's top 10 most liveable cities, because there is so much to do and enjoy at an affordable cost. The capital, Adelaide (population 1.3 million), is a medium-sized and very cool city. Its lovely architecture and well-planned streets take you to a thriving food, arts and entertainment scene. Adelaide is up to 16% more affordable than other major Australian cities meaning you will have more money to spend enjoying your time in the city.

As a compact city, it's easy to get to the outstanding universities and many other accredited education providers. Accommodation options are plentiful and affordable. It's one of the world's most liveable cities, with a relaxed, welcoming feel. South Australia offers the ideal combination of premium study options, industry connections, an accessible and affordable lifestyle perfect for young people, and a truly eye-opening Australian experience that'll stay with you forever.

For more information about Adelaide please visit the website this information has been sourced from:
<https://www.studyinaustralia.gov.au/Destinations/south-australia>

About Sydney

Sydney is Australia's international gateway for business and tourism. It is widely recognised as one of the world's great cities and it is consistently ranked in the top 10 internationally for quality of living. Sydney and NSW offer access to some of the best educational opportunities in the world so it's no surprise Sydney is currently ranked one of the world's top five student cities.

The city is famous internationally for the spectacular Harbour Bridge and Sydney Opera House, which never cease to amaze, no matter how many times you see them. Sydney is, however, attracting plenty of international attention in many other ways as well.

The city is a major innovation hub in the southern hemisphere, where innovators are celebrated and supported by business and government. More than 200 of Australia's top 500 companies are based in NSW, and 64% of Australia's tech start-ups are based in Sydney. This dynamic business environment offers ample work experience and employment opportunities for international students.

This focus on innovation starts in the classrooms and lecture theatres of Sydney's world-class universities, which are fertile ground for thought leaders to thrive. The diversity of Sydney's

education sector has produced leaders in every field from medicine and science to arts and humanities.

Whether you're exploring the dazzling Sydney Harbour, the pristine beaches of Bondi and Manly, or venturing out into Greater Sydney, you'll be surrounded by a friendly, multicultural population. With almost 30% of residents born overseas, Sydney is home to migrant communities from all over Asia, the Middle East, Europe and more.

This mix of cultures has made Sydney a world-renowned centre for creativity and culture. From the world's largest short film festival, Tropfest, to the spectacular Vivid Sydney festival, there is always plenty to see and do - much of it free. Students interested in studying creative degrees such as fine arts, film and music will find themselves at home in Sydney. For more information about Brisbane please visit the website this information has been sourced from:

<https://www.studyinaustralia.gov.au/Destinations/new-south-wales>

Courses we offer

SWANN College offers the following courses to international students:

Course Code	Course Name
UEE60220	Advanced Diploma of Electronics and Communications Engineering
AUR30320	Certificate III in Automotive Electrical Technology
AUR40620	Certificate IV in Automotive Electrical Technology
AUR31120	Certificate III in Heavy Commercial Vehicle Mechanical Technology
AUR50116	Diploma of Automotive Management
AUR30620	Certificate III in Light Vehicle Mechanical Technology
AUR40216	Certificate IV in Automotive Mechanical Diagnosis
AUR50216	Diploma of Automotive Technology
BSB50120	Diploma of Business
BSB60120	Advanced Diploma of Business

Visas and conditions

After you have successfully completed the application and enrolment process, you will be issued with a Confirmation of Enrolment (CoE). Once you have this, you can apply to the Department of Home Affairs for a student visa. You may choose to use a Registered Migration Agent or may choose to complete it yourself. More information about how to apply for a visa can be accessed here:

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>

Once you have received your visa, you must abide by its conditions. If you don't, you can be sent home and won't be able to finish your course. Conditions include (but are not limited to):

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your course.
- Only work if you have been given permission to do so as part of your visa grant (and not work more than the stipulated number of hours).
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE you received.
- Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution.

- <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions?product=500>

What is a USI and why do I need one?

USI is the acronym for Unique Student Identifier. It is a reference number that creates an online record of your training and qualifications attained in Australia. If you don't have a USI, then you can't be awarded your qualification or statement of attainment.

Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must provide us with your USI. For information about USIs including how to create one visit <https://www.usi.gov.au/>.

For information on exemptions visit: <https://www.usi.gov.au/about/privacy-and-unique-student-identifier/individual-exemptions-students>

If you are having trouble creating a USI, we will assist you during the orientation session on the first day.

Education agents

SWANN College uses education agents to assist us to recruit students. We have written agreements in place to ensure ethical practices as we hold our responsibility to our students, the sector and reputation of the VET industry in Australia very seriously. A list of approved education agents can be found on our website at: www.swanncollege.edu.au

RPL and credit transfer

Credit transfer is a formal recognition of previous studies and can help to reduce the duration of your course, as well as fees. You may apply for a credit transfer for a complete unit or modules within a unit. There is no charge to apply for a credit transfer, but you need to let us know that you want to apply for this on your application for enrolment form in the relevant section. You will need to provide a certified copy of your certificate either issued by another education provider or an authenticated VET transcript issued by the USI Registrar.

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised. You

need to let us know that you want to apply for RPL at the time of application by indicating this on the application for enrolment form in the relevant section. There is a charge for RPL, and this can be viewed in the **Fees and Refunds** section of this handbook. RPL can also reduce your course duration and fees.

We will inform you in writing of any reduced course duration and fees due to credit transfer and RPL and issue your CoE for the reduced duration of the course.

Competency Based Training and Assessment

All training at SWANN College is based on the principles of Competency Based Training. Delivery and assessment will involve students in accomplishing the tasks required to demonstrate competency in any unit and students will be provided with every opportunity to demonstrate that they can carry out required tasks.

Competency based training and completion is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a program of training. Competency based training programs are comprised of competency standards set by industry that each student is assessed against to ensure all the outcomes required have been achieved. Progression through a competency-based training program is determined by the student demonstrating that they have met the competency standards through the training program and related work, not by time spent in training. This way, students may be able to complete a program of learning much faster.

Registered training organisations (RTOs) have the prime responsibility for assessment of competency, consistent with the provisions of the Standards for registered Training Organisations (RTO) 2015. However meaningful and on-going consultation is required with the employer and the apprentice around the development, delivery and monitoring of a training plan and the attaining of competencies within the relevant qualification.

Course orientation

On the first day of your course, we will deliver an orientation session to you which includes an induction session. It's vital that you attend this as we will cover the following topics:

- Course information.
- Facilities and resources available at our campus.
- Emergency evacuation procedures.
- Your rights and responsibilities as a student.

- Support services available.
- Legal, emergency and health services.
- Safety relevant to Australia and your environment.
- Critical incidents and critical incident reporting
- Policies about course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and our complaints and appeals process.
- Student visa conditions related to course progress and attendance.
- Information about work rights.
- Question and answer session
- Assistance in creating your USI if you have not done so already.

What can I expect during training and assessment?

Vocational training and assessment are all about practical and competency-based learning and assessment that is relevant to industry and our modern world.

You will learn in the classroom and/or the practical work environment where the industry conditions are simulated to prepare you for your chosen field. You are required to undertake a range of assessment activities dependent on the course you are undertaking. Your assessment tasks will either be marked as Satisfactory or Not Satisfactory and achievement of a Satisfactory result for all assessment tasks within a unit of competency results in a mark of Competent for that unit. Once you have received a mark of Competent for all units that make up the qualification– you will be eligible to be awarded your qualification.

Getting Started

All students have access to and will be provided with, the resources and equipment and/or technology required to complete this unit of competency. Attendance of the timetables classes is imperative to get a full and sufficient understanding of the unit of competency and to provide you with an appropriate range and verity of situations, examples of different real of simulated work situations, research tasks and resources and give you a verity of methodologies to deal with these situations.

Regular class attendance

During the training sessions your Trainer and Assessor will inform you of any issues or challenges encountered throughout the assessment process and give you feedback for the rectification of any issues. Please read all the information given to you before you start any assessment task. If you do not understand any of the questions, please ask your Trainer & Assessor for assistance.

The Objective of Assessment Tasks

The primary objective of assessment tasks is to support and encourage student learning and establish that the student has achieved the learning objectives against the applied criteria. Assessing is the process of gathering and judging evidence in order to decide whether the student has achieved the set performance criteria and knowledge evidence embedded within the training package qualification. All VET assessments are competency-based.

Assessment results are also used as an indicator to the Trainer and Assessor as to what a student has learnt, how well they have engaged in the unit delivery and where performance can be improved.

Assessment Conditions

Assessors must satisfy NVR/AQTF assessor requirements. Competency is to be assessed in the workplace or a simulated environment that accurately reflects performance in a real workplace setting. Assessment must include direct observation of tasks. Where assessment of competency includes third-party evidence, individuals must provide evidence that links them to the light vehicle safety systems that they have worked on, e.g. repair orders. Assessors must verify performance evidence through questioning on skills and knowledge to ensure correct interpretation and application.

Qualification Training Pathways

A pathway is the course of decision making or action that has been taken to get to a pre-determined destination. A training pathway is the learning and assessment milestones that are required to attain the competencies to achieve career goals. Everyone has different learning needs and goals, therefore every student requires an individual and specific training pathway designed for them personally.

Foundation Skills

Foundation skills training aims to ensure that all South Australian students enrolling in vocational education and training (VET) are equipped with the skills and abilities required to successfully complete a vocational qualification. Swann College utilizes the Australian Core Skills Framework (ACSF) and the Core Skills for Work (CSfW) framework to benchmark learner's foundation skills capabilities. To do this we utilise the BKSb on-line assessment and learning portal at enrolment and through the student lifecycle.

Learner Information

Each Learner Assessment pack consists of the following parts:

Assessment Delivery

- Information for the Learner
- Steps for the Learner
- Assessment Agreement

Assessments

The assessments for this unit of competency may comprise of the following:

- Theory Assessments
- Practical Assessments (Tasks)
- Observation
- Role Plays & Case Scenarios
- Field Placement (Third-Party)

Information for The Learner – Assessment

Before you attempt the assessment for this unit of competency, you need to ensure that you have a sound knowledge of the unit, that you have thoroughly read all of the Learner Resource, that you have completed all of the theory & practical requirements (where required) and that you clearly understand the assessment requirements and the expectations of the assessment itself.

Assessment explanations are provided for each of the assessable tasks. If you have any questions, you need to talk with your Assessor before you commence the assessment.

All theory assessments are structured under 'exam conditions', which means the following conditions apply:

- No phones are allowed into the assessment room (IT equipment will be supplied by the College where required)
- Students are not to talk or converse with each other in the assessment room
- Any additional paper that is used during the assessment must be handed in with the assessment (with the student name and ID number on the top of each page).
- Students who have a question – must raise their hand and the Assessor will come to them during the theory assessment. Assessors are not allowed to assist you with technical questions – only general questions or assistance with supplies (ie. another pen or piece of paper).

- Students who finish the assessment early can leave the exam room at the discretion of the Assessor only.
- Students are not allowed to leave the assessment room until they have attempted to answer all questions in the theory assessment being conducted.

All practical assessments are structured to be conducted at the workshop and/or in placement conditions, which means the following applies:

- The student must complete all the required performance criteria for the unit of competency to be assessed as competent for the practical component.
- The student must actively participate in the range of practical activities which are embedded within the performance criteria and underpinned by the knowledge evidence to demonstrate their competence.
- If not explicit within the AUR Training Package requirements for
- This unit of competency, the frequency of practical demonstration is set at once.
- Students are required to complete Repair Orders (RO) in their own handwriting for each practical which requires this form of evidence.
- Students must write their name, student number, UoC code and date on each RO
- Submitted as evidence for a practical assessment.

Knowledge Evidence Questions

Individuals must be able to demonstrate that they have the knowledge required of the unit

Performance Evidence

Before competency can be determined, individuals must demonstrate they can perform the following according to the standard defined in this unit's elements, performance criteria, range of conditions and foundation skills:

Principles of Assessment

The following four (4) principles of assessment are followed in assessment tasks for each student's evidence of competence:

- Validity
- Reliability
- Flexibility
- Fairness

Reasonable Adjustments

We recognize the need to make reasonable adjustments within our assessment and learning environments to meet your individual needs. If you need to speak confidentially speak to someone about your individual needs, please contact your Trainer.

Resources

You should have received the recommended text (or access to the e-book) with this information. Should you need access to additional resources, they are listed in the Learner Guide for this specific unit of competency.

Understanding the Assessment Resulting System

Assessments for all vocational education and training qualifications at Swann College are competency-based. This means students are assessed against the unit of competency requirements and assessment results are recorded as follows:

- Satisfactory (S) result: the student's submitted work satisfies the learning requirements and competency standards for the assessment task
- Not Satisfactory (NS) result: the student's submitted work does not demonstrate the understanding of competency standards in the assessment task; incomplete or not submitted work will also be awarded this result.
- Competent (C) result: once a student received a satisfactory result for all required assessment tasks, as per the learning requirements and all competency standards for the unit as per www.training.gov.au, a competent outcome will be resulted for the entire unit of competency.
- Not Yet Competent (NYC) result: if any of the assessment tasks in the unit is NS, a student will receive a NYC outcome. The student will receive verbal & written feedback from a Trainer & Assessor clearly outlining where the gaps are. The student will then be required to rectify these gaps and re-submit the assessment for marking.

Please note: the marking/resulting process at Swann College is usually completed within 2 weeks of the assessments being submitted by the student. During peak periods, this time may be extended to 3 weeks to meet demand.

Review Process

If your trainer assesses you as being (NYC) Not yet Competent, you will be given verbal and written feedback on the areas that need improving. Each Student has two (2) attempts to achieve a competent

outcome and given a due date to re-submit your assessments for resulting (re- submission). While we pride ourselves on employing Trainers that focus on meeting the needs of our learners and industry, it remains the responsibility of the student to consult with their Trainer if further clarification is required.

Assessment Conditions

The assessments will be completed in the classroom, under 'exam conditions' and it will be supervised by a Trainer. You will be given detailed instructions in relation to any elements which will impact on you completing your assessment at the beginning of the assessment session.

Please note: Students will not be allowed to enter the assessment session if they arrive more than 10 mins after the session has commenced. This ensures that all students sitting assessments are not disturbed.

Before you commence your assessment, ensure that you:

- have good knowledge of the unit's content material
- have thoroughly read all the learner resources that have been provided
- clearly understand the Assessment requirements and the expectations of your Assessor in relation to this specific unit of competency

Explanations are given for each activity, task and/or assessment question. If you have any questions, consult with your Assessor.

Steps for Learners

1. Read through this Learner Assessment Pack and discuss with your Assessor the expectations of the Assessments. Discuss with your Assessor if you intend to undertake the tasks based on your employing organisation (if relevant).
2. Your Learner Assessment Pack is where you will get the Information for all Assessment Tasks relating to this unit of competency.
3. Complete all the Assessment Tasks as instructed.
4. When all Assessment Tasks have been completed, gather and return your evidence documents within the timeframe determined by your Assessor.

Ensure that all separate documents are securely attached to this Learner Assessment Pack and that they have your Name and Student ID clearly at the top of every page

Re-assessment arrangements

Arrangements for reassessment will be arranged with you directly with your trainer/assessor if, and as, necessary. You are entitled to two attempts at each assessment task and if you exhaust both attempts, then you will be required to re-enrol in the unit/s of competency at additional cost + pay re-enrolment fee + potentially extend their CoE (charges may apply). Cost for re-assessment as outlined in the ***Fees and Refunds*** information and this will also be outlined in your *Student Agreement* signed at enrolment. Please refer to the ***Fees and Refunds*** section for more information.

We can't guarantee that you will be awarded your qualification as this is dependent on you and the work you put into your course. We will provide you with all the necessary facilities, equipment, trainers and support to complete the qualification – but the outcome of it depends on you. We also can't guarantee that you will find work in your chosen field, as this depends on factors beyond our control – but what we can guarantee is that we will provide you with consistent training and an industry-relevant course with the support and guidance from a fantastic team of dedicated trainers who care about your individual progress. Each student matters to us – and your positive outcome and successes are successes of our college community also.

Support and welfare

We all need a little extra support sometimes and when you are living and studying overseas – you may need a little bit more than you normally would. We are here to help you – so don't ever be shy to let us know what you are going through and how we can help.

We offer the following in relation to support and welfare.

- One to one support from the trainer/assessor
- Support with personal issues
- Access to additional learning resources
- Reasonable adjustment in assessment
- Social events
- Buddy program
- Information about external sources of support.

You may not have studied for a while, may have English as a second language or need additional assistance with literacy or numeracy. We will identify any additional support needs you may have at the time of application and enrolment and may prepare a Student Support Plan for you based on those needs.

We have a range of information we can provide you with on a variety of issues – this may be related to accommodation, legal or financial issues, cultural considerations, disability support, stress management – or maybe you are experiencing a bout of homesickness. If you are experiencing it – then we are concerned about it. Please communicate with us because we care. We don't charge for internal services but you will be responsible for any external provider costs at the time you access the services. We can assist you to find local groups of like-minded people in the area, connect you with other students with similar interest groups or simply be a friendly listening ear when you need one.

Depending on your needs, we will provide you with a referral to the relevant local organisation and assist you to access services from them.

Some support services are listed in our ***Important information about Australia*** section of this handbook – but it's best to come and speak to the Administration and Student Support Officer where you can have a confidential discussion and get the right type of service / support for your need or concern.

Culture Shock

Culture shock is the feeling of being out of place in an unfamiliar environment. The initial excitement of moving to a new country often subsides when different cultural expectations challenge you to attend to daily responses and behaviours previously taken for granted. The potential stress of dealing with these persistent challenges can result in feelings of hostility and frustration with your host country as well as a profound longing for home.

Overcoming Culture Shock

Once you realise you have culture shock, getting over it and moving on to better adjustment with the host culture will depend on you. It is you who must take some positive steps to feel better, and the sooner you take them, the better!

Recognition: First, you should remember that culture shock is a normal part of your adjustment and that you may have some of the symptoms. Some of your reactions may not be normal for you; you may be more emotional or more sensitive or lose your sense of humour. Recognising your culture shock symptoms will help you learn about yourself as you work your way through it.

Be objective: Second, try to analyse objectively the differences you are finding between your home and your host country. Look for the reasons your host country does things differently. Remember

that host customs and norms are (mostly) logical to them, just as your customs and norms at home are logical to you!

Set goals: Third, set some goals for yourself to redevelop your feeling of control in your life. These should be small tasks that you can accomplish each day. For example, if you do not feel like leaving your room, plan a short activity each day that will get you out. Go to a post office or store to buy something, ride a bus or go to a sports event. If you feel that language is your problem, set daily goals to learn more: study fifteen minutes a day; learn five new words a day; learn one new expression each day; watch a TV program in your new language for 30 minutes. Each goal that you achieve will give you more and more self-confidence that you can cope.

Share your feelings: Fourth, find local friends who are sympathetic and understanding. Talk to them about your feelings and specific situations. They can help you understand ideas from their cultural point of view.

Issuing certificates

Once you have been found competent in all units you are enrolled in that make up your qualification and have paid all your due fees – we will issue you with your qualification and record of results within 30 days. If you withdraw, meaning that you only partially complete your course, then you will be issued with a Statement of Attainment (SoA) within 30 days of withdrawal for all the relevant units that you have completed as competent. We reserve the right to withhold the issuance of any certificates until all agreed fees the student owes to the SWANN College paid by the student. We cannot issue your certificates if we do not have your USI on file, which is why we ensure upfront that you have created one, and assist you to do so at the time of orientation if you have not created one prior to this.

Reissuing certification documents

We are required by law to keep records of your qualification and units achieved for at least thirty (30) years. If you lose your statements or qualification, we can re-issue these to you for an additional charge. Refer to our ***Fees and Refunds*** section for more information.

Feedback

Your feedback is important to us! Like all businesses, we strive to improve and use feedback to make changes in line with continuous improvement. We want to make sure we are meeting the needs of current and future students so please let us know if something isn't right or you have a feedback suggestion by emailing or calling us.

You will also be provided with a Quality Indicator Survey which is issued by the National Centre for Vocation Education and Research (NCVER). You may also receive surveys from your trainer or the office from time to time. Please complete these and return as advised.

If your details change...

From time to time your personal details may change. You might get a new mobile phone number, change your address or emergency contact details. It's actually a condition of your visa to notify us within 7 days if your address changes. **If you ever notice that something isn't right with some of your personal information or our records – please let us know so we can amend your records and correct it.**

What's required of me as a student?

The next section of this handbook outlines important policies and processes that you need to know about as a student. It's expected that you have read through and are familiar with this information – keep this handbook handy for future reference so you can refer to it when needed.

You are also expected to read through and abide by the Student Code of Conduct which is included in the next section below along with other important information. You can also find out more about the ESOS Framework which protects your rights at:


<https://www.studyinaustralia.gov.au/english/australian-education/education-system/esos-act>

We look forward to welcoming you as a new student if you are not one already and wish you the best of luck in your studies and your time spent here in Australia!


How can I apply?

The application process is outlined in the diagram below:


Complete **the Enrolment Form and send to us**. Make sure you include any supporting documents if there are entry requirements for your chosen course. These may include verified copies of previous qualifications, your passport, previous schooling and English testing results.




When we receive your application for enrolment, we will assess it against the course requirements. If your application is verified, we will arrange an interview with you. Your interview may be in person (if you are in Australia) or via phone or Skype.



Your application will then be processed and if you are successful you will be issued with a Offer Letter and Student Agreement. If you were unsuccessful, we will be in touch to advise you of the outcome and provide advice about other suitable options or what you need to do before re-applying.



Carefully review your Offer Letter and Student Agreement and make sure your course fees, duration and payment plan are correctly stated. Read through all of the included policies and procedures and if you are in agreement, sign and return to us and we will then issue you with an invoice.



Once we have received your first payment, you will be issued with an electronic Confirmation of Enrolment (COE). Use this document to apply for your visa with the Department of Home Affairs. Once your visa is granted, make sure you arrive in Australia in time for your first class and orientation session.

Policies and processes

Fees and refunds

We want to make sure you understand all fees and charges associated with your course so please carefully read this section.

You can find out about the fees for a course on the Course Brochure and in addition all fees associated with your course are included in the Student Agreement. The Student Agreement also includes a detailed payment schedule and payment options, as well as your rights.

We will also tell you about the potential for fees and charges to change over the duration of their course, although it is unlikely that fees and charges will change.

We protect your fees at all times by:

- Maintaining a sufficient amount in our account so that so that it is able to repay all tuition fees already paid.
- Through our membership of the Tuition Protection Scheme (TPS). The role of the TPS is to assist international students where we are unable to fully deliver their course of study. The TPS ensures that you are able to either complete their studies in another course or with another education provider or receive a refund of your unspent tuition fees.
- Not requiring you to pay more than 50% of course fees prior to commencement, except where a course is less than 26 weeks. However, you may choose to pay your fees in full or a greater amount than 50%. Please contact us if you would like to pay more than is documented in your student agreement.

Please note that the following fees can apply in addition to the fees advertised in the Course Brochure.

Additional fees that may apply in addition to tuition and non-tuition fees include:

Late Payment Fee Charges per Invoice	Admin Fee	\$50.00 Per Week – Max \$500
Deferral or suspension of course by student	Application Fee	\$300.00
Change of course fee	Admin Fee	\$300.00
Cancellation of COE	Admin Fee	\$300.00 Each
Withdrawal from Course fee	Admin Fee	\$300.00
Extension of Confirmation of Enrolment	Admin Fee	\$300.00 Each
Re-enrolment in a unit of competency CERT III -Level	Tuition +Admin Fee	\$350.00
Re-enrolment in a unit of competency CERT IV -Level	Tuition +Admin Fee	\$450.00

Re-enrolment in a unit of competency Diploma & Advance Diploma -Level	Tuition +Admin Fee	\$550.00
One-on-one tuition will incur an additional cost per unit along with re-enrolment charges	Tuition Fee	\$150.00
Credit Card payment surcharge	Bank Fee	2.00% of payment amount
Document request Fee [5 working day turnaround]	Admin Fee	\$50.00
Express Document request Fee [24 hours turnaround]	Admin Fee	\$100.00
Re-issuance of academic transcript	Admin Fee	\$100.00
Re-issuance of course completion letter	Admin Fee	\$100.00
Reissuance of Statement of Attainment / or Test amur of qualification	Admin Fee	\$200.00
Issuance of ID Card on Expiry (DPTI Card)	State Fee	\$10.00
Re-Issuance ID card Lost/Stolen (DPTI Card)	Admin Fee	\$20.00
Change in Payment Plan	Admin Fee	\$50.00 Per month

You are required to pay all fees and charges by the date indicated on the invoice. Where you are unable to make a payment by the specified date, please contact us to discuss alternative arrangements.

All payments are to be made into the account specified on the invoice.

Where fees are overdue and you have not made alternative arrangements, a warning and notice of intention to report regarding non-payment of fees will be sent to you as follows:

- First warning letter - failing to pay an invoice within 5 days of due date or contacting us to make alternative arrangements.
- Notice of intention to report - failing to pay an invoice within 5 days of receipt of the warning letter or contacting us to make alternative arrangements.

Following cancellation of enrolment due to non-payment of fees, your debt will be referred to a debt collection agency.

Refund and cancellation policy

This policy provides the terms and conditions under which students may apply for a refund of fees.

A full refund of tuition fees paid will be issued to students if Swann College defaults for any of the following reasons:

- The course is not provided in full to the student because of sanctions that may have been imposed on Swann College by the Regulators

- The course is no longer provided by Swann College and the train out time has elapsed through no fault of the student [this does not include the student failing to submit work for assessment by the due dates set by their facilitator]
- The course does not begin on the agreed commencement date and the student, for a valid reason, cannot commence at the new designated commencement date.
- The refund will be issued within 28 days of the student applying for a refund.
- In the event where the student's visa is refused, while offshore, full pre-paid tuition fees and pre-paid material fees less \$400 Application Fee for initial and subsequent courses will be refunded to the student.
- In the event where the student's visa is refused While student is onshore & hasn't commenced the study , full pre-paid tuition fees and pre-paid material fees less \$400 Application Fee for initial and subsequent courses will be refunded to the student. Cancellation charges for \$300 Per subsequent COE will be applied. If the student has commenced the study there will be no refund for Application fee, Prepaid tuition fees and also material fees are payable to Swann College if applicable. However, pre-paid tuition fees for subsequent courses less \$1,500 Non-refundable Tuition Fee/ course and pre-paid material fees for subsequent courses will be refunded.
- In the event the student fails to commence on the agreed start date (Non-commencement), there will be no refund for Application fee, Prepaid tuition fees and also material fees are payable to Swann College if applicable. However, pre-paid tuition fees for subsequent courses less \$1,500 Non-refundable Tuition Fee/ course and pre-paid material fees for subsequent courses will be refunded.If the student has payment obligations to Swann, Swann will be able to make Payment adjustments from the student's pre-paid tuition fees for subsequent courses, and the balance will be refunded.
- If the student withdraws from a course more than 10 weeks prior to commencement date, full pre-paid tuition fees for the course less \$400 Application Fee will be refunded. If the student has payment obligations to Swann, Swann will be able to make payment adjustments from the student's pre-paid tuition fees for subsequent courses, and the balance will be refunded. \$300 Of cancellation fee will be applied instead of \$400 ,if withdrawal course is a subsequent course.
- If the student withdraws from a course between 4 and 10 weeks prior to commencement date, 30% of the total tuition fees for that course& \$400 Application fee are payable to Swann and non-refundable. If the student has payment obligations to Swann, Swann will be able to make payment adjustments from the student's pre-paid tuition fees for subsequent courses, the balance will be refunded. \$300 Of cancellation fee will be applied instead of \$400 ,if withdrawal course is a subsequent course.
- If the student withdraws from a course less than 4 weeks prior to commencement, 50% of the total tuition fees for that course& \$400 Application fee are payable to Swann and non-refundable. If the student has payment obligations to Swann, Swann will be able to make payment adjustments from the student's pre-paid tuition fees for subsequent courses, the balance will be refunded. \$300 Of cancellation fee will be applied instead of \$400 ,if withdrawal course is a subsequent course.

- If the student withdraws from the course less than 14 days prior commencement of the course, there will be no refund of any pre-paid fees & \$400 Application fee and the cancellation of COE fee of \$300 will be applied as well.
- If the student withdraws from a course on or after commencement date, there will be no refund of any pre-paid fees & \$400 Application fee is payable to Swann and non refundable. Application for cancellation of COE fee of \$300 or Application of Withdrawal \$300 will be applied. If the student has payment obligations to Swann, Swann will be able to make payment adjustments from the student's pre-paid tuition fees for subsequent courses, and the balance will be refunded.
- In case the student's enrolment is cancelled by Swann for misconduct, Unsatisfactory Academic Progress or Unsatisfactory Attendance, all unpaid tuition fees are payable to Swann and non-refundable and there will be no refund of any pre-paid tuition fees & \$400 Application fee for the current and subsequent courses
- In case student has been granted Temporary Resident/Permanent Resident Visa during a study period and student wants to withdraw from the course, the total of all unpaid tuition fees are payable to Swann are non-refundable, and there will be no refund of any pre-paid tuition fees for the course.
- In case the student's visa is cancelled during a study period, total tuition fee is payable to Swann and non-refundable and there will be no refund of pre-paid tuition fees for the subsequent courses.
- If a visa is cancelled before commencement, the total of any unpaid tuition fees are payable to Swann and non-refundable. There will be no refund of pre-paid tuition fees for the initial and subsequent courses.
- In the event where Swann cancels its offer based on fraudulent documents and/ or misleading information provided by the student, the total of any unpaid tuition fees are payable to Swann and non-refundable. There will be no refund of pre-paid tuition fees for the initial and subsequent courses. If the student withdraws from the course at any time it is the student's responsibility to contact the Health Cover Fund for any refund
- If student is referred by Agent/Agency, Student has to claim his refund through the Agent /Agency & Swann College is not liable to pay any Agent Fee & Taxes deducted or claimed by Agent/Agency from the Fees Paid by the student.

Complaints and appeals

We sincerely hope not, but from time to time you may be unhappy with the services we provide or want to appeal a decision we have made. We take your complaints and appeals seriously and will ensure in assessing them that we look at the causes and action that we can take to ensure it does not happen again/reduce the likelihood of it happening again.

Complaints can be made against us as the RTO, our trainers and assessors and other staff, another learner of SWANN College, as well as any third party that provides services on our behalf such as education agents.

Complaints can be in relation to any aspect of our services.

Appeals can be made in respect of any decision made by RTO. An appeal is a request for SWANN College's decision to be reviewed in relation to a matter, including assessment appeals.

In managing complaints, we will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaint process. This means that we will review each complaint or appeal in an objective and consistent manner and give everyone the opportunity to present their point of view.

Our internal complaints and appeals process can be accessed at no cost.

We do encourage you to firstly seek to address the issue informally by discussing it with the person involved.

However, if you do not feel comfortable with this or you have tried this and did not get the outcome you wished you can access the formal complaints and appeals process.

If you want to make a complaint or appeal, you must:

- Submit your complaint or appeal in writing using the complaints and appeals form. The complaints and appeals form outline the information that should be provided and can be accessed from reception.
- Submit your complaint within 30 calendar days of the incident or in the case of an appeal within 30 calendar days of the decision being made.

We will acknowledge your complaint or appeal will be acknowledged in writing within 3 working days of receipt.

We will review your complaint or appeal will commence within 5 working days of receiving the complaints.

Complaints and appeals will be finalised as soon as practicable or within 30 calendar days. However, where the complaint or appeal is expected to take more than 60 calendar days to process, SWANN College will write to inform the complainant or appellant of this including the reasons for such.

Following this update, regular updates will be provided of progress.

For assessment appeals, we will appoint an independent assessor to conduct a review of an assessment decision that is being appealed.

We will communicate the result of the complaints and appeals process to you in writing and this will include the reasons for the decision.

If you do need to come in for a meeting, you can have a support person of your choice present to assist you to resolve the complaint or appeal.

Generally, your enrolment will be maintained throughout any internal appeals process that concerns a decision to report you.

Additionally, If the appeal is against our decision to report you for unsatisfactory course progress or attendance, your enrolment will be maintained until the external process is completed and has supported or not our decision to report you.

If the appeal is against our decision to suspend or cancel your enrolment due to misbehaviour, this will not take effect until after the outcome of the internal appeals process.

Independent parties

Where the internal process has failed to resolve the complaint or appeal, you will be able to take your case to the **Overseas Students Ombudsman (OSO)**.

International students may complain to the OSO about a range of circumstances including:

- being refused admission to a course
- course fees and refunds
- being refused a course transfer
- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by the SWANN College
- incorrect advice given by an education agent.
- Taking too long in certain processes such as issuing results
- Not delivering the services indicated in the Student Agreement

More information can be found at:

<http://www.ombudsman.gov.au/making-a-complaint/overseas-students#quality-of-education-provider>

You can access these services at no cost in relation to matters that cannot be resolved through internal processes. Further information and contact details are included below.

We will cooperate in full of the OSO and will immediately implement their decisions or recommendations and/or take preventative or corrective action required by the decision or recommendation.

We will communicate all actions to you in writing based on the OSO's decision.

Complaints can also be made to the organisations indicated below:

National Training Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Access to the Hotline is through:

Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally

Email: ntch@education.gov.au

Australian Skills Quality Authority (ASQA):

Complainants may also complain to our registering body, Australian Skills Quality Authority (ASQA). It is important to understand that ASQA does not act as an advocate for individual students and is not responsible for resolving disputes between students and training providers. ASQA only uses information from all complaints as intelligence to inform regulatory activities. More information can be found at:

<https://www.asqa.gov.au/complaints>

Nothing in this policy and procedure limits the rights of an individual to take action under Australia’s Consumer Protection laws and it does not circumscribe an individual’s rights to pursue other legal remedies.

Compassionate or compelling circumstances

You will find that many of our policies refer to compassionate and compelling circumstances so it is important to understand this term.

Compassionate and compelling circumstances are personal circumstances that:

- are involuntary and outside your control, for example, medical, family, wellbeing, or enrolment circumstances, and
- present you with limited or no choice.

Course progress and monitoring

In order to maintain satisfactory course progress and attendance you must:

- Attend all of your classes, with a minimum attendance of 80% expected

- Satisfactorily complete all of your assessments
- Actively participate in classes

Your course progress will be monitored to make sure you are completing all of your assessments and actively participating in learning.

Your attendance will be recorded at the start and end of each class you attend and your attendance rate will be calculated weekly. Please note you cannot be absent for more than 5 consecutive days without approval for a leave of absence. If you are absent we will contact you via SMS, phone calls and emails.

We may assess that you are at risk of unsatisfactory course progress and/or attendance if you:

- Have an overall result of Not Yet Competent result for a unit.
- Do not attend classes on a regular basis.
- Do not participate in learning activities within the classroom.

An exception may be made where you are attending at least 70% of the course contact hours and is maintaining satisfactory progress.

In this case we will contact you in writing and issue you with a First Warning Letter inviting you to attend a meeting with us to discuss your lack of progress and/or attendance and to agree on a plan to address this (an Intervention Strategy).

If following the First Warning Letter you either do not attend a meeting with us or continue to not make satisfactory course progress, we will send you a Second Warning Letter inviting you to attend a meeting with us to discuss your lack of progress and/or attendance and to possibly adjust the Intervention Strategy agreed on.

If following the Second Warning Letter you either do not attend a meeting with us or continue to not make satisfactory course progress, we will send you a Notice of Intention to Report for Unsatisfactory Course Progress/Attendance including the reasons for the notice. This will mean you may be reported to the Department of Home Affairs with the risk of your visa being cancelled. You may appeal this decision (see section on complaints and appeals) but you must do so within 20 days of receiving the notice.

We will only report unsatisfactory course progress or unsatisfactory course attendance if:

- the internal and external complaints processes have been completed and the decision or recommendation supports our original decision; or
- you do not appeal the decision within the 20-working day period; or

- you do not access an external complaints and appeals process: or
- you withdraw from the internal or external appeals processes by notifying us in writing.

Please note that extensions to your course duration specified on the CoE will be allowed if: you

- Can provide evidence of compassionate or compelling circumstances.
- Where you are participating in or about to participate in an intervention strategy because you are at risk of not meeting course progress or attendance requirements.

Deferring your course

SWANN College allows you to defer your course. This means that your place is guaranteed but you can choose to delay the start of your course for up to 12 months.

To defer your course, you will need to complete a Deferral Form and provide evidence of compassionate or compelling circumstances.

If your request is approved, you will receive a new Student Agreement including a revised start date.

It is important to check the impact on your visa by contact the Department of Home Affairs.

Suspending your course

SWANN College allows you to suspend your course. This means that although you have commenced your studies you will be able to take a leave from your studies of up to 12 months.

To suspend your course, you will need to complete a Leave of Absence Form and provide evidence of compassionate or compelling circumstances.

If your request is approved, you will receive a new Student Agreement including a revised start date.

It is important to check the impact on your visa by contact the Department of Home Affairs.

A leave of absence will not be approved if fees are unpaid.

Transferring courses

If you wish to transfer to another RTO or university within the first six months of your principal course of study, you will need to apply for release from RTO. If you wish to transfer after six months you do not need permission for release (although you will still need to complete a withdrawal form - see the section on deferral, suspension and cancellation).

For your application, the RTO or university you wish to transfer to must be registered with the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). It is important to check this which you can do using the [CRICOS course and institution search](#).

SWANN College may approve your request for transfer if:

- the course is academically unsuitable for you because you are not able to achieve satisfactory course progress at the level you are studying despite participating in an agreed Intervention Strategy.
- you can prove that you need the transfer because of compassionate or compelling circumstances.
- the course outlined in your Student Agreement has not been delivered
- you provide evidence that your reasonable expectations about the course are not being met
- you provide evidence of being misled by SWANN College, or by an education or migration agent, regarding the SWANN College or the course, and the course is therefore unsuitable.

SWANN College may not approve your request if:

- you do not provide satisfactory evidence of compassionate or compelling circumstances.
- You cannot show that you have been participating in the agreed Intervention Strategy in order to achieve satisfactory course progress.
- you have unpaid course fees for the current study period
- the transfer would put your progression through a package of courses at risk
- you require access to particular support services that have not yet been provided or offered to you.

How to apply

If you wish to apply to transfer to another registered provider prior to completing six months your main course, you must complete a Withdrawal Form and attach a copy of the offer from the other RTO or university. The Withdrawal Form will require you to include a statement of your reasons for seeking release.

You will receive a notice advising you of the outcome within 10 working days of receipt of the form and valid enrolment offer. Where the request is granted, a Letter of Release will be provided to you. It is important for you to contact the DHA to seek advice on whether a new student visa is required. All refunds associated with course transfer will be in accordance with our Fees and Refunds policy.

Appealing the decision

If your application is unsuccessful you will be advised in writing and you can access our Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

We will not finalise the refusal until the appeal process is complete and either finds in our favour or until the 20-working day period in which you can access the complaints and appeals process has passed.

Transferring courses with SWANN College

SWANN College offers students the options to transfer to other courses within SWANN College.

SWANN College may approve your request for transfer if you can show that:

- the course better meets your study capabilities and/or long-term goals
- you provide evidence that your reasonable expectations about the course are not being met

SWANN College may not approve your request if:

- the transfer would put your progression through a package of courses at risk
- you require access to particular support services that have not yet been provided or offered to you.
- there is evidence that you are trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.
- you have unpaid course fees for the current study period.

How to apply

If you wish to apply to transfer to another course, you must complete an Internal Course Transfer Form. The Form will require you to include a statement of your reasons for seeking release.

You will receive a notice advising you of the outcome within 10 working days of receipt of the form. Where the request is granted, a new CoE will be provided to you. It is important for you to contact the DHA to seek advice on whether a new student visa is required.

It is also important to check whether us whether any additional fees will be required to be paid.

Appealing the decision

If your application for internal transfer is unsuccessful you will be advised in writing and you can access our Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

Discontinuing your studies

You may decide that study is not for you and choose to discontinue your studies. Before you make a final decision, however, it's a good idea to talk to us to help you to make an informed decision.

If you no longer wish to continue with your studies with us, then you must complete a Withdrawal Form. Make sure you carefully read the Fees and Refunds information so that you know how your decision affects your fees. Usually once you have commenced a study period (term) you won't be able to get a refund.

Suspending or cancelling your enrolment

It is important to understand that your enrolment may be cancelled or suspended by us in a range of circumstances:

- Misbehaviour i.e. not abiding by the Student Code of Conduct as outlined in this Handbook.
- Not paying your course fees.
- Not making satisfactory course progress or attending classes as set out in this Handbook.

Where any of the above circumstances apply you will be contacting in writing to inform you of the intended suspension or cancellation and the reasons for this.

You will be given the opportunity to access our Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

We will report you to until the internal appeal process is complete, unless your health and wellbeing or that of others could be at risk.

It is important for you to contact the DHA to seek advice on your student visa.

Erratic Course Progress

Erratic progress is defined as inconsistent attendance without an acceptable explanation, combined with a low rate of participation in requirements for enrolled subjects and consistent failures.

Together these may be grounds for cancellation of enrolment.

SWANN College have documented policies and processes in place to identify, notify and assist overseas students who are at risk of not meeting course progress or attendance requirements.

There should be evidence from the overseas student's assessment tasks, participation in tuition activities, or other indicators of academic progress, to indicate the overseas student is at risk of not satisfying these requirements.

All students have the right of appeal under the Westminster College Policy on Complaints and Appeals.

Privacy and access to records

All information about you is kept in the strictest confidence and can be provided to you on request. Please note that you do need to request this in writing and this can be done by email.

You were provided with a Privacy Notice in your Student Agreement which told you about the information we need to share with other agencies. This is included below again for your information.

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

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by SWANN College for statistical, administrative, regulatory and research purposes. SWANN College may disclose your personal information for these purposes to Commonwealth and State or Territory government departments and authorised agencies; and NCVER.

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

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

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

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

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

Student code of conduct

The following information outlines what's expected of you.

Your Responsibilities

Policies and procedures

You are expected to:

- Read and follow our policies as document in this handbook
- Respond to our communications promptly
- Advise us within 7 days of any change of contact details including current residential address, mobile number, email address and who to contact in the event of an emergency

Learning and assessment

You are expected to:

- Attend scheduled classes
- Actively participate in learning
- Complete all homework given to you
- Complete and submit all assessments on time
- Refrain from plagiarism, cheating and collusion
- Pay all fees due
- Ask for support if needed

Classroom conduct

You are expected to:

- Arrive on time for your class
- Be prepared for class
- Dress appropriately
- Only use handheld devices in class when relevant to the activity
- Communicate in English

Respect and ethics

Students are expected to:

- Respect others' values and beliefs
- Interact with others in a collaborative, professional manner
- Use our resources for the purpose for which they are intended
- Refrain from harassment and discrimination of any kind
- Resolve any conflicts calmly
- Respect ours and other people's property

Your Rights

Policies and procedures

You can expect to:

- Be informed of our policies and associated procedures
- Receive regular and relevant communications
- Learn in a safe environment
- Have your personal details kept confidential and secure
- Access the information that we hold about you.
- Have the opportunity to provide feedback on services received

Learning and assessment

You can expect to:

- Be provided with high quality training, assessment and support services
- Receive the support you need
- Have your assessments marked and returned within 10 working days of submission.
- Receive feedback on assessments where the result is not satisfactory

Classroom conduct

You can expect your trainer and assessor to:

- Be on time for classes
- Be prepared for class
- Be knowledgeable and engaging
- Dress appropriately
- Only use handheld devices in class when they are relevant to the activity

- Communicate in English

Respect and ethics

You can expect:

- To have your values and beliefs respected
- To be treated fairly and equitably by staff and students
- Interact with others in a collaborative, professional manner
- Respect for yourself and your property
- To be treated fairly and equitably by staff and students
- Interact with others in a collaborative, professional manner
- Respect for yourself and your property

Critical Incident Management

The General Manager is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.

SWANN College has a documented critical incident policy together with procedures that cover the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.

Critical incidents are not limited to, but could include:

- Absent students.
- Severe verbal or psychological aggression.
- Death, serious injury or any threat of these.
- Natural disaster; and
- Issues such as domestic violence, sexual assault, drug or alcohol abuse.

SWANN College will notify relevant authorities as soon as practical after the incident.

Important information about Australia

Living and studying in Australia

Australia is one of the world leaders in education and home to almost 700,000 international students. It's a great place to live and study as Australia has some of the lowest crime rates in the world with lots of open spaces, beautiful parks and wildlife, golden surf beaches and vibrant cities and night life. Australia is a welcoming and friendly country toward overseas visitors and our national values include individual freedoms along with protection of the rights of citizens and visitors with a transparent legal system in place. We are a multi-cultural and diverse nation with a thriving mix of regional and city centres providing a variety of landscapes and opportunities. Australia is a technologically advanced nation with great infrastructure and transportation options for students and being a country with one of the highest minimum wage rates – Australia is really a fantastic place to live and study.

This information has been sourced from Study in Australia provided by the Australian Government. If you would like more information about a specific topic, please visit the website:

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

Cost of living

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

- For students or guardians - AUD\$21,041
- For partners coming with you - AUD\$7,362
- For a child coming with you - AUD\$3,152

For a specific breakdown of accommodation and other living costs, please refer to <https://www.studyinaustralia.gov.au/English/Live-in-Australia/living-costs> and make use of the cost of living calculator provided by Insider Guides at <https://insiderguides.com.au/cost-of-living-calculator/>

Accommodation

There are a variety of accommodation options in Australia to suit every need, preference and budget. This includes, renting, purpose-built student accommodation, short-term accommodation like hotels and hostels, share houses or home stays. For detailed information about the various types of accommodation and legal obligations and rights for renting in each state and territory, please visit <https://www.studyinaustralia.gov.au/English/Live-in-Australia/Accommodation>

Transport

Australia has great public transport options including trains, busses, taxis and other ride share options like Uber and Didi. Australia also has many cycling and walking paths and its affordable domestic flight travel means that you may like to take advantage of your time here by seeing more of the sights.

Health and safety

Australia is generally a safe country, but you do need to be aware of the risks and be prepared. Make sure you read the information provided at the link on the following topics:

- Emergencies
- Home safety
- Fire
- Transport and personal
- Sun and water

Working on a student visa

Student visa holders can work up to 40 hours every two weeks (fortnight) during study terms and unlimited hours during school holiday breaks. For more information on popular industries for students to work in, your rights and responsibilities, your employer's rights and information about the Fair Work Ombudsman visit: <https://www.studyinaustralia.gov.au/English/Live-in-Australia/work>

Overseas Student Health Cover (OSHC)

You must have student healthcare cover before arriving in Australia and for the duration of time you are in Australia – this is a visa requirement of the Department of Home Affairs. For further information about OSHC and other optional insurances visit <https://www.studyinaustralia.gov.au/English/Live-in-Australia/Insurance>

Emergency contacts and other useful numbers & info

Emergency services: Dial 000 and advise whether you require:

- Police
- Fire
- Ambulance

Police station

The nearest police station is:

Campus	Address	Phone Number	Website
Adelaide	176 Grenfell Street, Adelaide South Australia 5000	0873224800	https://www.police.sa.gov.au/
Sydney	2, Carlton Street, Granville New South Wales 2142	02 9760 6199	https://www.police.nsw.gov.au/

Department of Home Affairs (DHA):

Campus	Address	Phone Number	Website
Adelaide	70 Franklin Street, ADELAIDE South Australia 5000	13 18 81	https://www.homeaffairs.gov.au/
Sydney	Upper Ground Entrance 26 Lee Street, Sydney NSW 2000	13 18 81	https://www.homeaffairs.gov.au/

Medical facilities near campus

The closest hospital to campus with an Accident and Emergency Department is:

Campus	Address	Phone Number	Website
Adelaide	Royal Adelaide Hospital Port Road, Adelaide South Australia 5000	08 7074 0000	https://www.rah.sa.gov.au/
Sydney	Westmead Public Hospital - IIC Hawkesbury Rd & Darcy Road, Westmead, Sydney New South Wales 2145	02 9845 5555	https://www.wslhd.health.nsw.gov.au/

The closest medical centre is:

Campus	Address	Phone Number	Website
Adelaide	Globe Medical 21 Hindmarsh Square, Adelaide South Australia 5000	08 8232 7372	http://www.globemedical.com.au/
Sydney	William St. Granville Medical Centre 68 William Street, Granville New South Wales 2142	02 9682 3722	http://precisionhealthclinics.com.au/

Transport services

Campus	Public transport	Taxi
Adelaide	Adelaide Metro https://adaildemetro.com.au/	13CABS https://book.13cabs.com.au
Sydney	Transport NSW https://transportnsw.info/	13CABS https://book.13cabs.com.au

Crisis support

Lifeline 13 11 14

Lifeline provide a 24-hour crisis support and suicide prevention service. If you are thinking about suicide or are experiencing a personal crisis, call Lifeline for immediate support.

Beyond Blue 1300 22 4636

Beyond Blue provide support services to those who need support and may be affected by anxiety, depression or suicidal thoughts. They can be contacted by phone, online chat support or via email. Visit their site: www.beyondblue.com.au

See a range of help lines and websites at <https://www.beyondblue.org.au/get-support/national-help-lines-and-websites> including mental health, groups who may experience discrimination, kids helpline, Relationships Australia and Headspace.

Problem	Website	Phone no
Alcoholism	www.aa.org.au	1300 222 222
Anxiety (including phobias & Obsessive-Compulsive Disorder)	http://www.health.nsw.gov.au/ www.sahealth.sa.gov.au	9391 9000
Asthma	Home - Asthma Australia The nation's peak consumer body	1800 278 462
Consumer credit and debt	http://financialrights.org.au/	1800 007 007
Crime stoppers (report crime anonymously)		1800 333 000
Depression (National Initiative)	http://www.beyondblue.org.au/	1300 22 4636
Disabilities	www.ideas.org.au/	1800 029 904
Domestic violence	http://www.domesticviolence.nsw.gov.au/ https://www.sa.gov.au/topics/family-and-community/safety-and-health/domestic-violence-and-sexual-assault/support-services	1800 656 463
Drug addiction: Narcotics Anonymous	www.na.org.au	1300 652 820
Drugs and mental health	www.thewaysidechapel.com/	9581 9100

Problem	Website	Phone no
Families & friends with mental illness	https://www.sane.org/	1800 18 7263
Eating disorders	https://thebutterflyfoundation.org.au/	1800 33 4673
Eczema	http://eczema.org.au/	1300 300 182
Epilepsy	www.epilepsy.org.au/	1300 374 537
Family planning information	http://www.fpnsw.org.au/	1300 658 886
Gay & lesbian counselling line	www.glccs.org.au/	
Grief support	http://www.solace.org.au	9519 2820
Hepatitis C	https://www.hepatitisaustralia.com	1800 437 222
HIV/AIDS	http://www.afao.org.au/	9557 9399
Telephone Interpreter Service	https://www.tisnational.gov.au/	131 450
Legal information and advice	www.lawaccess.nsw.gov.au/ https://lsc.sa.gov.au/	1300 888 529
Mental health advice	https://wayahead.org.au/	1300 794 991
Pregnancy counselling	www.pregnancysupport.com.au/	1300 792 798
Rape Crisis Centre	https://www.rape-dvservices.org.au/	1800 424 017
Relationship counselling	www.interrelate.org.au/	1300 473 528
Smoking - Quitline	https://www.icanquit.com.au	13 78 48
Suicide Prevention	http://www.beyondblue.org.au/	1300 22 4636
Victims of crime support	http://victimsofcrime.com.au/	1800 000 055
Women's refuge referral service	https://www.vinnies.org.au	9568 0262
Alcoholism	www.aa.org.au	1300 222 222
Anxiety (including phobias & Obsessive-Compulsive Disorder)	https://www.health.gov.au/	9391 9000
Asthma	https://asthma.org.au/	1800 278 462